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SUCCESS STORY

**NHS South of Tyne and Wear**

**Industry**
- Healthcare

**Solutions**
- OpenText™ Metrics Management
- OpenText™ Magellan™ BI & Reporting

**Results**

Gained a clearer picture of where resources are being expended

Saved more than £1 million by pinpointing excessive appointments

Increased productivity and freed resources for more strategic tasks

**NHS**

# The road to world class commissioning with OpenText

**Early adoption of OpenText Magellan BI & Reporting has put NHS South of Tyne and Wear ahead of other PCTs in its journey towards commissioning excellence**

*"The real value of OpenText Magellan BI & Reporting is getting practices to look at their budgets and review how they are referring patients to secondary care, so that improvements can be made."*

**Scott Watson**
Acting Head of Information Management and Business Intelligence

**NHS South of Tyne and Wear covers Gateshead Primary Care Trust (PCT), South Tyneside Primary Care Trust (PCT) and Sunderland Teaching Primary Care Trust (TPCT) and is the name given to the integrated management arrangements which exist across the three PCTs.**

NHS South of Tyne and Wear isn't modest in its ambitions. Despite challenging demographics and intensive demands on its health services, the regional NHS body excels in the provision of information to practice based commissioners and aspires to achieve world class commissioning status within the next two years.

It is often said that, if you want something done quickly and well, ask a busy person. The same seems to be true in the NHS. If you want to see real step change, go and talk to an overstretched PCT whose resources are under pressure. NHS South of Tyne and Wear provides a single management infrastructure serving approximately 600,000 people across Gateshead and South Tyneside Primary Care Trusts, as well as Sunderland Teaching Primary Care Trust.

## From performance management to PBC

NHS South of Tyne and Wear had been in the process of procuring a system for performance management when the Department of Health (DoH) introduced its targets for performance-based contracting (PBC). It had chosen the OpenText™ Metrics Management component of the OpenText™ Magellan™ BI & Reporting tool, which leads the way in performance management. Its solutions capture and analyze management information from a range of sources, presenting this to stakeholders in a very accessible, visual way via the web.

When the DoH made its move to the Annual Healthcheck in place of the star ratings, NHS South of Tyne and Wear decided that OpenText was ideal for the task, thanks to the depth and clarity of its information reporting. OpenText agreed to lend the Trust management some development time to hone the software so that it would measure specific criteria across the full range of commission categories and related budgets.

## Speed to market

The software went live a full eight months before the DoH's strict deadline for universal PBC coverage. The speed of the rollout owed a great deal to the application's ease of use and its web-based configuration. Scott Watson, acting head of information management and business intelligence at the Trust, explained, *"Prior to the integration of our management structure, the system was deployed in Sunderland only. Our rollout in Sunderland took place almost overnight, with all 54 GP practices being able to access the system within a matter of days. Following integration, the strategic decision was made to use the system as the vehicle for the delivery of practice based budgets and associated management information across the NHS South of Tyne and Wear patch. Due to the system's easy to use architecture, we were able to deploy it to an additional 64 practices in a fraction of the time it would have taken other products."*

Previously, NHS South of Tyne and Wear had a range of disparate systems in place that made it difficult to collate or assess PBC information across the integrated landscape. With the new system, this situation was transformed in a matter of a few weeks. *"We are still one of the few PCTs to have a single, centralized system for delivering budgets, rather than multiple emailed spreadsheets,"* noted Scott.

This means that the 117 GP practices in its region now receive fully-costed budgets at healthcare resource group level for all patients. This allows them to get a clearer picture of where resources are being expended and where areas of pressure are developing so that they can be addressed efficiently and effectively.

## £1m+ savings

Since deploying the PBC system two years ago, NHS South of Tyne and Wear estimates that it has saved more than £1 million by being able to pinpoint excessive outpatient appointments and "frequent flyer" patients. The ability to identify and quantify the impact these patients have on local health providers has enabled the PCT to utilize alternative community service. *"This ultimately ensures resources are used appropriately but, most importantly, providing better, more appropriate care to patients,"* Scott said.

Having gained an early advantage and made good headway with initial PBC target monitoring, NHS South of Tyne and Wear is now working at encompassing broader community metrics into the system. It wants to be able to measure activities and resource consumption among district nurses and health visitors, as well as capture more primary care data from GP systems, such as attendance and prevalence. *"Our aim is to link primary and*

*secondary healthcare information to provide a holistic view of the health of our population and the effectiveness of our services,"* Scott explained. Knowledge, after all, is power.
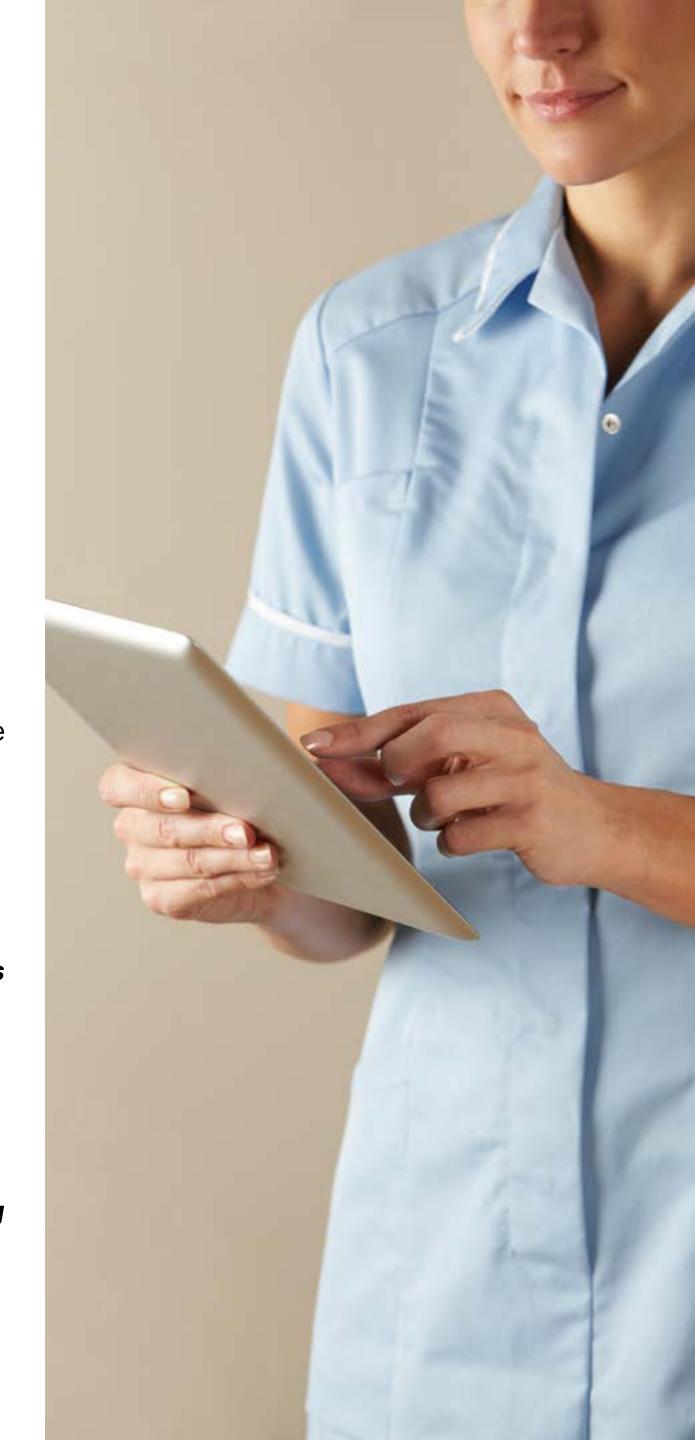
Scott's ambitions are fueled by the ease of use of the Metrics Management solution, which he described as *"visually very striking."* *"It displays information very flexibly using a hierarchical structure and traffic lights, so you can see how everything interconnects and identify immediately where issues are arising,"* he said. *"You can then drill down into more detail to see what's going on."*

## Traffic-light alerts

The sophisticated reporting capabilities are so accessible that they are used across the board, from executive directors (for performance information) to the staff on the frontline (for management and clinical information, to support decision-making). The solution provides a Briefing Book feature, for example, which allows organizations to create and deploy customized views of performance to accommodate specific users' needs.

*"Previously, we had a number of disparate systems tackling various aspects of performance management, but there was no continuity and there were many gaps,"* Scott said. *"It was also very resource intensive trying to update them all. Now, everything is centralized, everyone has it and it's very accessible."*

*"The software is very intuitive too, so you don't need IT skills to introduce new elements. If new legislation is introduced concerning additional performance areas that need to be measured, you can build new frameworks very quickly, without having to wait for an external software expert to come in,"* Scott explained.

## Staff savings, better decisions

The software has provided such a boost to productivity that it has allowed NHS South of Tyne and Wear to free up resources for other more strategic tasks. *"But, above all, the system lets us push out information and robustly monitor and manage resources,"* Scott said. *"This is its real value, getting practices to look at their budgets and review how they are referring patients to secondary care, so that improvements can be made."*

The journey towards world class commissioning status continues as NHS South of Tyne and Wear works to introduce additional data into the OpenText solution. *"Thanks to the OpenText system, we now have a very good feel of where we are with this. We're now using Metrics Management for all aspects of performance management and health commission frameworks, so we have a clear roadmap on which to chart our progress."*

### About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit **opentext.com**.

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