



## **PRESS RELEASE**

**1<sup>st</sup> February 2010**

### **Hospitals get access to better intelligence to help improve efficiency, patient safety and quality of care**

CHKS has launched Insight for Acute Care, a new service for hospitals that enables more complete understanding of clinical quality, effectiveness and outcomes, patient safety and experience - all of which are central to the Quality Accounts agenda.

Insight has been designed to accommodate the varying demands of the regulators, commissioners and the public on an acute trust's assurance and reporting processes. It combines expert consultant support and analysis within a simple online tool. Bespoke dashboards can be built around key themes and the clinical organisation of the most complex multi-site trust and can be configured to report on local priorities, making it the ideal vehicle for monitoring key elements of the Quality Account.

#### **Insight for efficiency**

The dashboard can be set up to focus on key indicators of efficiency such as length of stay, day surgery rates, pre-operative bed days, cancelled operations and out-patient DNA rates. Insight is built to reflect the clinical structure of acute trusts. The dashboard and heat maps quickly pinpoint those services that are not performing as expected.

#### **Insight for patient safety**

With over 40 indicators of patient safety, drawn from UK and international clinically endorsed measures of safe practice, the dashboard offers one of the most comprehensive ways to monitor patient safety. The indicator set includes generic indicators such as mortality and patient falls, and service and condition-specific indicators, such as orthopaedic care for older people and stroke care.

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Detailed information about each indicator is displayed in a visual scorecard with access to time series charts, funnel plots and distribution charts. For audit purposes, it is possible to drill down to patient level detail.

### **Insight for maternity services**

Many acute trusts will have developed maternity dashboards on the advice of the Royal Collage of Obstetricians and Gynaecologists. Insight allows every trust to enrich local reporting with a range of indicators that provide comparative information on the quality of care, patient experience and the safety of maternity services.

Jason Harries, managing director, CHKS said: "Initial indications from pilot users are that this service is exactly what acute trusts are looking for. We are genuinely excited about this latest development and believe it could play an important part in helping them improve efficiency, safety and quality of care."

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### **Notes to editors:**

CHKS Ltd, part of the Capita Group Plc, is the leading independent provider of healthcare intelligence and quality improvement services to the NHS and independent healthcare sector. With over 20 years' experience and working internationally with 480 clients, CHKS has a portfolio of information products, internationally-recognised accreditation programmes and consultancy services which provide clinicians and managers with the information needed to drive improvements inpatient care, financial efficiency, clinical effectiveness and quality. CHKS has an Advisory Board to provide direction and advice on strategic healthcare issues in the UK and overseas.

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