



How CHKS is helping health trusts in Northern Ireland make lasting health and care improvements based on data comparison

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About CHKS

CHKS is a leading provider of healthcare intelligence and quality improvement products and services. Over the last 27 years our team of NHS data experts, clinicians and quality managers have worked with more than 400 healthcare organisations around the world to improve population health.

We enable providers and commissioners to make better decisions at patient, service, organisation and population level and deliver sustainable improvements in care quality, patient outcomes and service efficiency along the entire patient pathway.

Our services include:

- **Healthcare benchmarking and analytics** – we identify what to improve and model the impact of change at patient, organisation and population level
- **Clinical coding, data quality and costing services** – we ensure data is used for payment and decision making accurately reflects the care delivered
- **Care quality, assurance and accreditation** – we work to the latest international standards of best practice within a proven framework of continuous improvement.

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Summary

CHKS is working with five Northern Ireland Health and Social Care Trusts and the regional Northern Ireland Health and Social Care Board to identify areas of good, or poor performance and encourage the sharing of best practice. This pan-Northern Ireland contract follows work with Belfast Health and Social Care Trust where CHKS has been helping it meet its vision of becoming one of the safest, most effective and compassionate health and social care organisations in the UK.

From indicator monitoring to action insights

CHKS is developing a suite of key performance indicators (KPIs) relating to emergency care performance across a range of themes, including efficiency and productivity, modernisation and reform, patient safety and outcomes. Its healthcare intelligence programme, iCompare, is being used to create baselines for every provider across Northern Ireland to track its performance.

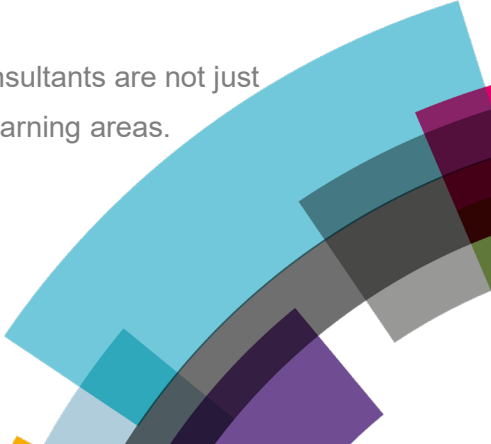
Data arising from these comparative KPIs is helping trusts and the regional board to reflect on current issues in performance management and allowing them to ground their improvement projects in evidence.

CHKS is also providing assurance that current performance is acceptable and within safe and efficient parameters. In addition, it is providing training and advice on regional and local clinical and operational performance reporting. This approach is ensuring that data is the starting point for action and improvement.

Developing a partnership approach based on experience

Belfast Health and Social Care Trust's Senior Information Manager Danny McWilliams has seen the benefit of working with CHKS. He says: "We knew the iCompare system was easy to use and intuitive." As the collaboration with CHKS progressed, McWilliams found that the trust also benefitted from CHKS's partnership-focussed approach, which allowed "flexibility in the development of the system".

He believes the breadth of knowledge across CHKS organisation means its consultants are not just able to meet the challenges identified, but also enabled him to discover other learning areas.



Integration fuels a community-wide approach

Northern Ireland trusts are structured in an integrated way with community services as part of their core provision. CHKS is working to explore opportunities to improve access and use of community healthcare data. This insight is being used to enhance the understanding of patients care pathways throughout their health and social care journeys.

