insource
BE DATA CONFIDENT

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Product: *Acute Health Data Enterprise, Patient Pathway Plus*

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I started working with Insource back in 2009 when I adopted their data management platform as the basis of our data strategy. Ever since, I have enjoyed a great relationship with them – I would describe it as more of a partnership. It's refreshing to work with a team who is clearly motivated and driven by us achieving our successes.

A platform that enables us to work smarter

Way back in 2009, I chose Insource and Acute Health Data Enterprise (which at the time was called i-HealthBI) because they gave me confidence that their sophisticated product strategy would enable us to meet our immediate requirements. They also gave me confidence it would do this in a way that would reduce our dependency on individuals, fully automate transactional data processes, remove manual intervention as well as provide a sustainable platform for our ever-increasing data needs.

At the time, Insource demonstrated they had the platform to enable us to work smarter, not harder – increasing our productivity and efficiency and arming us with the right tools for the job of managing all an acute trust's data complexities.

The platform accommodates constant change

At the time, we couldn't have foreseen all our data requirements because they continually evolve, but the Insource platform is designed and structured specifically to accommodate that constant change within a sound strategy.

The product just works.

It's constantly evolving and expanding through new versions and releases that implement seamlessly. There isn't anything we've required that hasn't been possible either through the product, through upgrades or through us taking advantage of the local configuration and expansion capability (which is extensive).

Acute Health Data Enterprise has been a critical enabler

I'm proud that my team has been able to successfully deliver a number of challenging data and information projects to support various important improvement and transformation initiatives at Hull.

Insource's Acute Health Data Enterprise product is the heart of our data management strategy and has been a critical enabler – not only for delivering projects successfully, but also in achieving a sustainable, expandable platform that grows with us as we uncover new reporting and information needs.

Over the years, we've expanded our Acute Health Data Enterprise platform to include virtually every module that Insource have added, including CDS Plus and Acute Analytics Plus. We've also implemented Patient Pathway Plus, their 18-week RTT product. This has enabled us to automate many manual processes, increase our productivity and work towards a paperless NHS.

HERE ARE A FEW KEY MILESTONES I'M PARTICULARLY PROUD OF:

- *Achieving unprecedented success in our migration from Clinicom to Lorenzo*

We set ourselves a goal of being the first trust to be able to report continuously through the cutover from the old PAS to the new EPR – and we achieved it! I know of many trusts who were still struggling to achieve even their statutory returns and reports as many as 7 months after migrating, so that was particularly gratifying.

We wouldn't have been able to achieve that without the Insource data management platform, which enables you to de-couple your old connections and re-point them to the new ones without having to redo all your reports. I think we were probably more advanced towards a business-as-usual position 6 months after a major migration than any other trust.

- *Transforming our performance trajectory for RTT, where Insource's Patient Pathway Plus enabled us to go from a position of -6% to +7% within less than 2 months*

Patient Pathway Plus has also enabled us to adopt intelligent validation, whereby we now do our validation passively as part of our business-as-usual activity. We can see that what we're doing is directly impacting on patient care.

Patient Pathway Plus enabled us to identify the issues with Lorenzo quickly and address them, which meant we could react rapidly to embed improved processes for intelligent validation.

- *Another key success for me has been our Emergency Department (ED)*

We now provide numerous dashboards and daily SITREPS (situation reports) accessible by everyone in the ED. These show threads of activity and detail all patients going through A&E the previous day – with all their individual interventions, timings and outcomes.

This demonstrates through evidence that the blockage and main reason for A&E 4-hours breach is the lack of bed availability. This has promoted focus on areas of the trust other than A&E. I believe we've achieved a position that other trusts are striving to achieve here.

- *Being the first to be able to share reports with another trust*

We were able to exchange pieces of work with South Warwickshire NHS Foundation Trust. Acute Health Data Enterprise's standardisation gives us a platform to share reports and other developments, so we enable others to share in our success. This means we're helping the NHS as a whole and not just our own trust.

Other trusts are amazed at what we now take for granted

When other trusts visit us and see what we have become used to and take for granted, they're amazed at the suite of dashboards and reports that were available immediately after go live. This was only possible because the underlying data was validated as being correct, and we had confidence in our data.

There is no question in my mind that the Insource data management product suite is the most advanced available.

It's incredibly flexible, and you can configure it to do whatever you want. But you have to be prepared to invest the time and commit to achieving the level of sophistication you want to achieve.

Even with these state-of-the-art technologies from Insource, data management isn't a one-off project. It's a way of life, and you need to embrace it as a strategy because data is becoming more and more critical as an asset and an agent for positive change.

We have the right platform and the right partner

You need to be sure you've got the right platform and the right partner to work with – we have both.

Of course, we still have challenges to resolve and lots to do. But when we do hit a problem, we can readily identify the causes with all the evidence we need to be able to proactively provide recovery plans.

I wouldn't hesitate to recommend Acute Health Data Enterprise as a data management platform, and Insource as expert data management partners.

I'm looking forward to the next phases of working with Insource and expanding our system to take on new challenges.

We're proud to be able to say that we're data confident and that we're in a good position for data to play a key role in transformation and continuous improvement at HEYT.