



system C  
connected care

## BenefitsPLUS

### Measuring the Benefits of Healthcare IT








**BenefitsPLUS** is a model for identifying, quantifying and delivering the cash releasing and quality benefits available from the effective use of healthcare information systems. BenefitsPLUS was developed for the NHS by System C, the UK's leading provider of professional services and software solutions for health and social care.

#### Tailored for NHS Trusts

BenefitsPLUS is available as a service to NHS Trusts. The services vary from a low cost fixed price engagement which provides outline benefits plans in support of an IT or change business case, to a complete end-to-end benefits management and delivery service. System C's healthcare improvement teams can also offer a wider benefits and change management service covering every aspect of the care process.

#### Uniquely flexible

BenefitsPLUS uses a rich and uniquely flexible model to explore the processes in acute care that might benefit from new or improved IT applications. Looking at every area of hospital information management and patient records, System C consultants will aim to identify benefits under the following seven categories:

BENEFIT TYPE	DESCRIPTION
 Cash Releasing Benefits	These are realistic and achievable benefits which, <i>if recognised</i> , will save cash from the Trust spending budgets in the year that they are recognised
 Time Saving Benefits	These are benefits which will save staff and clinical time, but which may not be directly converted to cash releasing benefits in the year that they are recognised
 Clinical Benefits	Clinical benefits are those that directly impact patient care, improving outcomes, and reducing errors
 Litigation Risk Benefits	These are benefits that will reduce the risk to the Trust of litigation by improving best-practice, and reducing the likelihood of clinical errors
 Statutory Benefits	These are cost avoidance benefits achieved by using functionality which facilitates statutory change requirements
 Strategic Benefits	These are specific benefits which support the wider strategic benefits of the organisation
 Patient Experience Benefits	These are benefits which provide specific improvements to the patient experience

# BenefitsPLUS

## Identifying opportunities

The identification and measurement of benefits is always complex, and never more than in the field of healthcare. **BenefitsPLUS** uses a robust and flexible model developed over several years by experts in healthcare processes and IT. The model draws on the experience of a number of NHS Trusts, as well as including data from national and international published research. It allows Trusts to challenge and test each of a spectrum of potential benefits; it employs clarity and common sense to

eliminate over-optimistic estimates; and it provides clear decision support information to Trust management to help with strategic planning of future IT-related programmes. Even the best IT systems carry financial and management costs and may make new demand on users' time. **BenefitsPLUS** will help to identify and quantify these costs to set against the benefits of a new system.

ENABLEMENTS	What new IT features or applications are required to deliver specific benefits? And what level of use of these features will be needed to ensure that the Trust benefits to the scale expected? <b>BenefitsPLUS</b> helps to ensure that the Trust requirements map effectively to the benefits sought.
ACTIONS	What actions or decisions are required by the Trust to ensure that the benefits are recognised? <b>BenefitsPLUS</b> helps to ensure that Trust management understands the process changes involved in delivering financial and clinical benefits and is supported to take the decisions necessary to recognise the benefits.

## Three tailored services

No two Trusts work in the same way. Local practices, processes and systems always differ. Changes that work at one Trust won't always work at another. This is why it is so important that System C consultants are not simply trained to use the model, but that they understand the NHS. Members of our consultancy team have each spent an average of 15 years working for the NHS. They bring this level of expertise and an understanding of the practical issues and challenges faced by Trusts introducing new IT solutions and the changes that they involve.

The **BenefitsPLUS** project offers Trusts a choice of three tailored services from System C. The first two of these are fixed-price services providing Trusts with a consistent and affordable way to start putting together an effective benefits programme. The third is a bespoke service priced around the detailed requirements of each Trust.

THE HIGH LEVEL BENEFITS STUDY	THE DETAILED BENEFITS STUDY	BENEFITS MANAGEMENT & DELIVERY
<ul style="list-style-type: none"> <li>• A five day project that can be carried out at short notice for any Trust. The project will involve a series of meetings at the Trust site with key department heads and clinicians to help tailor and complete the high level model.</li> <li>• The outcome for the Trust will be a high level but substantial report describing specific and generic benefits with an initial view on the scale of the benefits that could be achieved. The level of benefits identified and the scope will enable Trusts to plan a detailed benefits strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• A fifteen day project that builds on the high level study. This will take a more detailed approach on a number of specific benefits agreed with the Trust.</li> <li>• The System C team will hold workshops to agree local benefits plans with Trust managers. The plans will include detailed lists of benefits expected and the enablers required for their delivery.</li> <li>• The output from the detailed study would be suitable for supporting business cases.</li> </ul>	<ul style="list-style-type: none"> <li>• System C offers a bespoke benefits management service that can handle every aspect of benefits identification and delivery. Services include:</li> <li>• The provision of full or part-time benefits managers</li> <li>• The development and documentation of "as is" and "to be" processes</li> <li>• The development of baseline measurements of costs and activities against which future activity can be compared</li> <li>• The facilitation of benefits realisation</li> <li>• The measurement of benefits as they are achieved.</li> </ul>

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# improving Healthcare IT

Enhanced PAS Capabilities	Integrated Departments eg A&E	Order Comms and Results Reporting	Integrated Clinical Specialities Maternity, Diabetes, etc	Integrated ePrescribing and Medicines Administration	Clinical Dashboards
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## For the future

BenefitsPLUS covers the whole range of applications that a Trust may be planning for (see table above) – and more that they may never have considered. For example:

### Integration with Social Care

- Information from Children's and Adults' Services helps to ensure continuity of care
- Single Assessments help to ensure that all carers have consistent views of relevant care information

### Integrating the acute record with the GP record

- Provides acute carers with critical information from the primary care record

### Integrating PACS images with the patient's EPR

- Allowing clinicians quick access to all the relevant clinical information to support treatment decisions

### RFID Tracking of:

- Equipment
- Medical Notes
- Patients
- Babies
- Staff

### Introduction of new technologies like:

- Digital scanning of paper records
- Use of smart pens
- Use of wireless tablets
- Use of white-boards and touch-screens
- Use of patient kiosks

### Integration with Map of Medicine

- Use of best-practice pathways to guide care

All of these initiatives and more can - in many circumstances - deliver significant improvements in clinical outcomes.

BenefitsPLUS helps Trusts to pinpoint the areas where technology can improve care for the patient, for carers, and for taxpayers too.

## System C

We are the UK's leading health and social care solutions company. Established in 1983, we specialise in the provision of:

- Robust, modern IT solutions for health and social care providers
- Specialist deployment and support services for our own, and third party, systems
- Innovative healthcare improvement consultancy

Our long heritage within the health and social care sector affords us a broad knowledge and deep insight into the needs of our customers and the unique challenges they face. This, coupled with our extensive experience, proven track-record, pragmatic approach and skilled staff, allows us to fully support our customers in their aim to improve care.

## Our Solutions

System C provides a range of health and social care IT solutions which are proven, robust and easy to use. Our products are installed across the British Isles in a number of NHS Trusts and social services organisations, as well as some of the country's most renowned private sector treatment centres. Our product range, based on the very latest Microsoft technologies, includes:

- Advanced patient management, electronic record, clinical and departmental systems designed to meet the needs of public and private care providers, across all care settings
- Business intelligence, data warehouse, reporting and clinical dashboard solutions, tailored specifically for healthcare providers
- Social care for adult and children's services and single assessment process (SAP) applications, across all care settings

## Our Services

System C has one of the UK's largest dedicated teams of health and social care IT domain experts. Our staff have, on average, 15 years of health and/or social care experience. Many have clinical backgrounds, whilst others have operational experience. All are committed professionals, with the skills, knowledge and attitude to support our customers in meeting their objectives effectively and efficiently. This team provides a range of services, including: system configuration and training; technical services such as data cleansing, data migration, interfacing and systems integration; and deployment services ranging from programme management to go-live floorwalking. Their knowledge and skills have helped more than 180 trusts, hospitals and other providers successfully implement information management systems. Our consulting business is a dedicated healthcare consultancy which focuses on the design of innovative, safe, 'future-state' healthcare services that are accessible, equitable, efficient and provide high quality of care for patients.



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