

National Data Services Organisation

Our Client

Provides health information, health intelligence, statistical services and advice that supports quality improvement in health and care and facilitates robust planning and decision making.

Introduction

Constant organisational restructuring had left the organisation unclear of which services were needed and at what cost to satisfy an increasing range of stakeholders all with seemingly disparate needs.

Challenge

With 14 boards, 100 patient pathways per board; inconsistent data collection, aggregation and standardisation was causing escalating costs and change fatigue impacting staff morale.

Solution

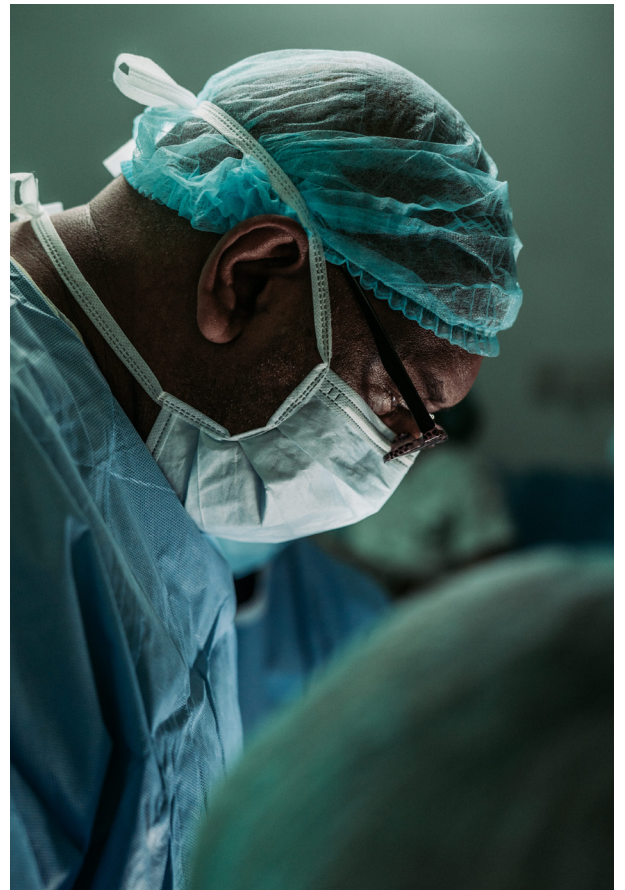
Bringing together accountable business leads from each of the trusts and prioritising their requirements allowed us to appoint accountable data owners within the trusts to manage the quality and frequency of data. Each data source was analysed, and automation applied to the source of the data.

Benefit

Our approach of identifying, assigning and coaching accountable business leads coupled with process simplification, dramatically increased efficiency, quality and timeliness of data whilst reducing costs.

Result

Financial savings of more than £1m realised, data quality enhanced by 50% and data availability improved by 90%.



Our Approach

Working from the business plan to analyse core business processes across people, processes and systems to define cohesive change plans that could be easily understood and adopted across:

- 14 Trusts
- 42 departments
- 100 internal staff

