

Case Study

Taunton and Somerset Foundation Trust



Taunton and Somerset Foundation Trust uses benchmarking to improve clinical outcomes and service quality, and to identify potential savings

About:

Musgrove Park Hospital is part of Taunton and Somerset NHS Foundation Trust. It is the largest General Hospital in Somerset serving a population of more than 340,000. Each year 34,000 patients are admitted as emergencies; 10,000 patients are admitted for elective surgery; 28,000 are seen for day case surgery; 300,000 outpatient appointments are held; 49,000 attend Accident and Emergency; 3,000 babies are born in the Maternity Department and 170,000 diagnostics tests are carried out. The hospital has more than 700 beds and 15 operating theatres.

Challenge:

Taunton and Somerset NHS Foundation Trust's service delivery mission is focused around three clear priorities: Safeguard Patient Safety, Improve Patient Experience and Make the Most of Musgrove.

To successfully meet these three performance challenges, the Trust needed a data analysis tool which would not only allow it to obtain a long-term objective view of its services to identify areas of improvement and potential cost efficiencies, but also to see how well the organisation was performing on a national level, by comparing itself with similar Trusts.

Simon Wombwell, Director of Finance and IM&T, said:

"Like many Trusts we were facing the challenge of balancing a tough cash savings target with achieving the objectives set out within our performance framework. We needed access to data to make informed decisions and, although there's a huge amount of data available nationally in multiple formats, we lacked the resource and the time to collect it and do the level of analysis required to make it relevant and useful. In essence, we wanted a single data source where all the information we required was available in one place as a coherent whole – and that's what SSentif offered us."

Solution:

In October 2011, Taunton approached online data management and analysis solutions specialist SSentif for a demonstration of its benchmarking solution. Founded in 2004, SSentif has developed the widest range of fully analysable health sector data in the UK. Its unique system contains approximately 25,000 different indicators and more than 10 years worth of historical data.

In the current economic climate, and given the need to make efficiency savings, SSentif's system provides NHS trusts with a tool to look for ways to improve value for money and service performance.

Simon Wombwell: *"The SSentif team came in, talked to us about what we needed and then demonstrated a system that allowed us to obtain*

a trust-wide view of our performance within a few clicks, giving us an unprecedented ability to drill down to speciality and treatment function level."

Phase one of implementation saw Taunton take advantage of SSentif's 'Expert Assistance Programme'. One of SSentif's experts spent a day on site meeting key staff members, discussing their data requirements and demonstrating how to use the system to answer some of their most immediate questions. The purpose of the day was to introduce staff to the system and to gain an understanding of their main areas of concern. SSentif then took this information away to produce a 'Discovery' report which highlighted any performance concerns in those areas.

Simon Wombwell: *"Feedback on the Expert Assistance day was extremely encouraging. The team was hugely impressed with the simplicity of the system and its broad range of capabilities. There was genuine excitement amongst the team about the breadth of data that was accessible and how and where the system could be used across the Trust."*

After the Expert Assistance day, SSentif's research team produced a 40 page 'Discovery' report which focused on areas identified by the Trust as of particular interest including: bed occupancy rates, referral to treatment times across clinical speciality, performance against admission and waiting targets for A&E and Oncology referrals.

The report not only demonstrated any percentage change in Taunton's performance over a defined period, but for the first time it allowed the Trust to benchmark its performance nationally and regionally.

Simon Wombwell: *"The report was a real eye-opener. It highlighted areas in which – having previously only looked at our own performance – we were both over and under-performing on a national level. When you don't compare yourself to other organisations, you can become quite inward looking, and there were a number of areas where, although our individual performance may have improved annually, comparatively it became clear there was still some work to be done."*

Simon Wombwell: *"Equally, there were some positives to be celebrated, with the Trust consistently performing well against targets in clinical specialisms such as Cardiology, Gynaecology and Oral Surgery, and demonstrating excellent service provision and good value for money in Food Services."*

Outcome:

SSentif's system has given Taunton access to a single data benchmarking source that allows it to monitor its performance against government targets, its peers and its own mission statement.

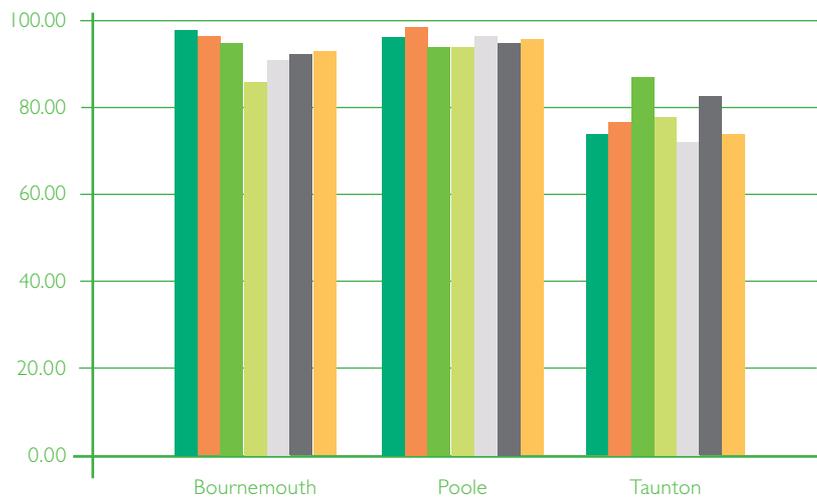
Crucially, it has given Taunton the ability to gain a comparative view of its performance, enabling it to identify and act upon downward trends, prioritise budget and monitor the quality of patient care against key indicators and individual specialisms.

Simon Wombwell: "SSentif came onsite and were able to gain an understanding of all the key areas of concern which in itself was quite an achievement. They then delivered exactly what we needed in the Discovery report. I can't tell you how rare it is for a company to come in, ask us what we need and then deliver it."

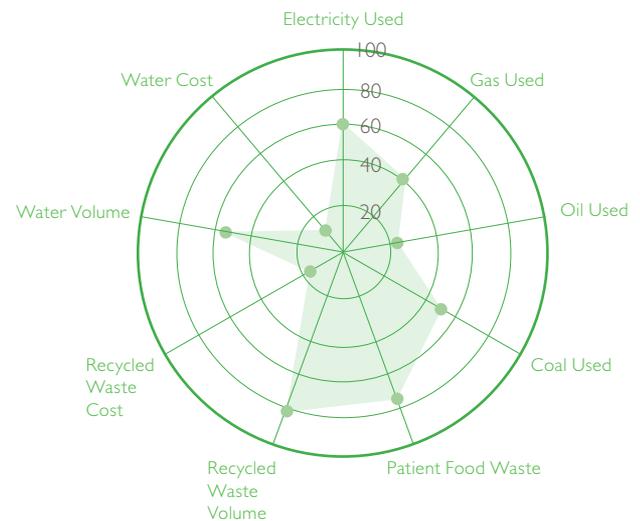
Simon Wombwell, concluded: "The SSentif system has allowed us to back up our assertions with facts, to drill down to a greater level of detail that will allow us to make informed decisions in the future and monitor our service to ensure we continue to provide the highest possible level of patient care."



18 weeks RTTs for Dermatology Apr-Oct 2011



Taunton's Performance Profile for Facilities



Data Range

- Financial
- Outcomes
- Activity
- Performance



Analysis Tool

- Benchmarking
- Performance Tracking
- KPI Dashboards
- Efficiency Savings



Support

- Online Training and Tutorials
- Onsite Training
- Bespoke Report Services
- Helpdesk Services

What do you think of SSentif Intelligence Benchmarking?

Taunton's Performance Team - There was genuine excitement amongst the team about the breadth of data that was accessible and how and where the system could be used across the Trust