Who we are

A leading provider of healthcare intelligence and quality improvement products and services.

Over the last 27 years our CHKS team of NHS data experts, clinicians and quality managers has worked with more than 400 healthcare organisations around the world to improve population health.
Supporting healthcare organisations in 20 countries for more than 27 years

2,000 clinical coding and costing audits
200,000 patient records assessments
- amounting to £350m of payment

Independent assurance of service quality and safety at 245 healthcare sites around the world

5,923 clinical, performance, information & management CHKS system users

111m A&E attendances, 1.7bn outpatient appointments & £328m inpatient episodes analysed

1.35bn rows of healthcare data processed every year in CHKS systems
The CHKS story

1987
Data capture in the NHS starts in earnest with the launch of HES

1989
Caspe Research creates Caspe Healthcare Knowledge Systems (CHKS) - Located at The King Fund

1999
Accredited by UKAS to provide ISO certification for quality management systems – now ISO 9001:2008

2000
Launch of the prestigious Top Hospital awards

2005
CHKS acquires HQS and expands internationally
CHKS launches interactive web based tools

2009
CHKS joins Capita
First national awards are launched by CHKS for patient safety and quality of care

2010
PROMs reported nationally with CHKS providing the risk adjustment
Expands services with surveys and research unit
Expands services with Foundation Trust membership services

2013
Expands services with new coding and financial assurance division

2014
Acquisition of Cymbio
Achieves ISO/IEC 27001:2013

2015
15th CHKS Top Hospitals Awards iCompare benchmarking programme launched

2016
Acquisition of Health Analytics
CQC gives CHKS accreditation programme official status

2017
CHKS integrate with Healthcare Decisions

2018
CHKS introduce library of standards for health and care organisations
Our services

- Clinical coding, data quality and costing services - ensure data used for payment and decision making accurately reflect the care delivered

- Healthcare benchmarking and analytics—identify what to improve and model the impact of change at patient, organisation and population level

- Care quality, assurance and accreditation – work to the latest international standards of best practice within a proven framework of continuous improvement
CHKS Assurance & Accreditation
Review of 2016

- Organisational changes
- Standards developed
- Business and activity in 2016
- Quality assessments
Organisational changes in 2016

- Part of new division, new MD and business partners
- Andy Lockwood is our new managing director
- Healthcare Decisions – provider of decision support software and services
- Charles Young – Chief Medical Officer
- Work across the globe
- Opportunities to work together
CAPITA Healthcare Decisions

powered by
dms
cymbio
CHKS
salus

in 2017

www.chks.co.uk
CHKS - History in Portugal

- CHKS was selected by the Portuguese Institute of Quality In Healthcare service (IQS) as a partner to support the development of the National Accreditation Scheme
- Worked with the state hospitals to improve standards and quality of care
- Introduced the accreditation approach and standards interpretation
- The exchange of ideas between surveyors of different nationalities enriched the peer review process.
- Provided training and seminars including audit techniques, evidence gathering, interviewing on assessments and report writing.
Centro Hospitalar do Medio Ave
Centro Hospitalar de Setúbal
Centro Hospitalar de Lisboa Central
Centro Hospitalar de Coimbra
Unidade Local de Saúde do Alto Minho
Unidade Local de Saúde do Nordeste
IPO Porto
IPO Coimbra
Hospital Prof. Doutor Fernando Fonseca
Hospital Garcia de Orta
Hospital de Magalhães Lemos
Hospital de Santo António
Hospital de Braga
Hospital da Prelada
Hospital do Divino Espírito Santo de Ponta Delgada
CHKS Assurance & Accreditation Team

Client managers

Surveyors

Managers
Standards Development

General Standards for Accreditation 2016 v1
Specialist and Support Standards for Accreditation 2016 v1
Business in 2016/17

- 95% re-sign rate and attracted new business
- Continue to attract a lot of interest from national and international organisations looking for accreditation services.
- Two recently from Kazakhstan and Pakistan
- Growing interest in accreditation in UK as a tool for continuous quality improvement
Variety of new clients in 2016/17

- Ambulance services
- Oncology services
- Group of primary care practices
- Fertility clinics
- New specialist hospital in Cyprus
- Providing consultancy for cancer charity in assessment of quality
- Paediatric service in UK
CHKS Surveys and Awards

Surveys
30 per year

Focused Resurveys
10%

Mon/Surv visits
38

Awards
30 per year
Care Quality Commission

- As the regulator, looking at accreditation to support their inspection / reduce burden.
- Due to publish providers guide following consultation - June 12th.
- Be supportive of accreditation as a positive method for CQI
Quality monitoring
CHKS Quality Improvement Award

- **Winner** announced at the Top Hospital Award ceremony, in One George Place, London, May 10th
  - VHI Swiftcare, Ireland
- **Highly recommended**
  - Hospital de Braga, Portugal
  - Cuan Mhuire, Ireland
Ongoing plans for 2017

- Upgrading of Accreditation Online
- New surveyor training in Summer – focused recruitment to meet client needs
- Specific surveyor training for cruise ship medicine surveys
- ISQua conference in London
- Opportunities with our new partners within CAPITA Healthcare Decisions
Always Events®

• Institute of healthcare improvement and Picker Institute
• Adopted in UK as a national programme – 10 trusts pilots
• Always events are done ‘for patients’ – co-designed by patients, families and carers.
• Improving care and experience for patients with learning disabilities
• Always Events® Tool Kit – Dec 2016
Always Events® are defined as ‘those aspects of the care experience that should always occur when patients, their family members or other care partners, and service users interact with health care professionals and the health care delivery system’.
Always events – Lancashire Care NHSFT

• Contact card as fridge magnet – always know how to contact someone

• Letter with photos of staff – so individuals know the face of person who is to visit them

• ‘Pop in and chat’ sessions

• Telephone contact 2 weeks after discharge – check they have everything they need after being home for a while.
Hello my name is….
THANK YOU