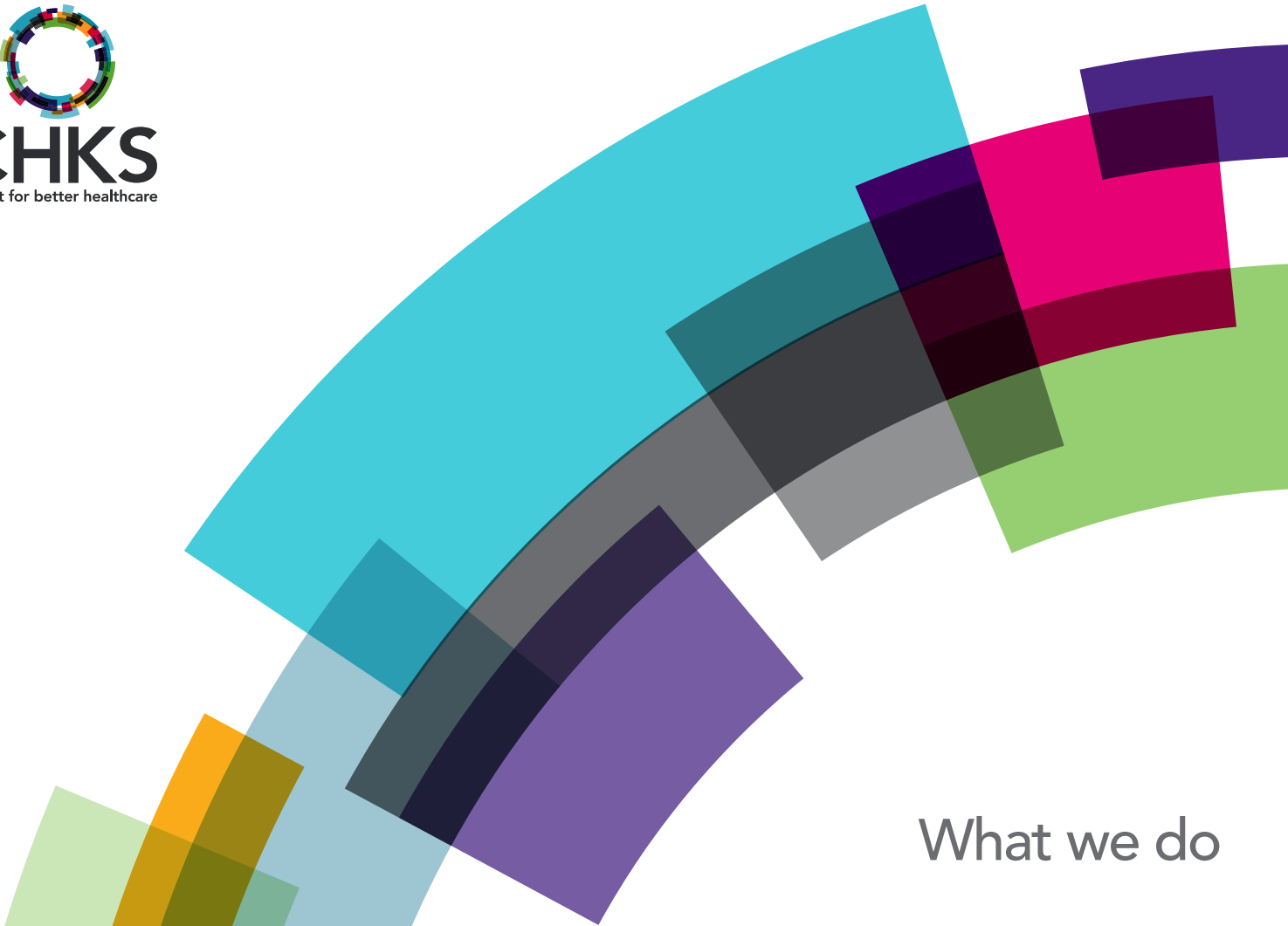




**CHKS**

Insight for better healthcare



What we do

CHKS IS A LEADING PROVIDER  
OF HEALTHCARE INTELLIGENCE  
AND QUALITY IMPROVEMENT  
SERVICES

Over the last 27 years our team of NHS data experts, clinicians and quality managers have worked with more than 400 healthcare organisations around the world to improve population health.



We enable providers and commissioners to make better decisions at patient, service, organisation and population level and deliver sustainable improvements in care quality, patient outcomes and service efficiency along the entire patient pathway.

We bring together talent and technology to tackle some of the biggest challenges facing over-burdened health and care services. We have a demonstrable track record of identifying, making and sustaining improvements that significantly improve service quality and cost effectiveness.

Our services include:

- Benchmarking and analytics
- Care quality, assurance and accreditation
- Clinical coding, data quality and financial assurance
- Top Hospitals improvement and awards programme

# BENCHMARKING AND ANALYTICS



CHKS account management is invaluable. I know I will get the one-to-one support from someone who understands the way an NHS trust works and that makes a big difference when it comes to interpreting data.”

Dr Marc Farr, Director of Information - East Kent University Hospitals Trust

## Our market-leading benchmarking tools are used across the UK and globally for performance analysis, service planning and driving successful improvement initiatives.

We enable you to see what excellence looks like and find out how you compare on quality, safety and efficiency measures. Use iCompare to:

- Compare performance against your own gold-standard, or against other organisations or consultants of your choice
- View and report performance by trust, division, specialty or indicator
- Investigate reasons for variations in performance compared to a reference standard right down to the individual patient level
- Analyse unlimited and comprehensive data together in one place to get a full and balanced view of clinical service delivery
- Create your own performance indicators and target service standards
- Quickly generate supporting evidence for CQC and NHS Improvement meetings
- Set up customised dashboards and scorecards to facilitate internal discussion

To find out more, please visit:  
[chks.co.uk/icompare](https://chks.co.uk/icompare)



# MODULES AVAILABLE WITHIN ICOMPARE:



iCompare provides an accurate view of your performance, risks and opportunities – giving you the evidence you need to drive change and help build a culture of transparency and openness.”

CHKS



## Mortality Profiling

Our Mortality Profiling programme is the only one that allows you to understand variances across SHMI, RAMI and HMSR.

## Conditions Profiling

A programme designed to help healthcare providers and commissioners monitor specific conditions.

## A&E Care and Emergency Admissions

See at a glance your A&E performance to help you understand the factors behind the growing use of A&E and improve efficiency.

More information about each of these programmes is available in this brochure.



# MORTALITY PROFILING



Our CHKS consultant is excellent and their support has been particularly beneficial to us, by broadening the trust's understanding and knowledge of mortality risk adjustment models, and advising on key steps to take to ensure mortality data is reported accurately."



## CHKS focuses on the information and underlying data that drives mortality indicators to get to the root of the issue, identifying what needs to happen to reduce mortality rates.

Using the information and benchmarking programmes we have developed over the last 27 years, our NHS-experienced consultants are able to interpret a vast array of data and identify priority areas for further investigation and improvement. We apply our skills and know-how to help you understand the reasons for high mortality rates and engage clinicians and board members in the effort to understand and improve mortality measurement.

Ensuring the accuracy of healthcare data is core to our work and we provide a range of services to support information governance, including: coding audits, coding process improvement and coder training.

Our **Mortality Profiling programme** is the only one that allows you to understand variances across SHMI, RAMI and HSMR. This takes the most accurate and robust view of mortality available, enabling you to make more informed decisions to drive change and improvement. It helps you to quickly understand your 'true' mortality position at any time and highlights areas of concern for further investigation. Our programme includes an online tool, supported by CHKS consultancy to help you identify risks and opportunities and make improvements in safety and care quality.

# A&E CARE AND EMERGENCY ADMISSIONS

Many patients now view A&E as a rapid route to care regardless of the severity of their condition. The result is an increase in often inappropriate volumes of demand by patients who could be managed differently.

This puts an added strain on A&E resources and sometimes deflects attention from other patients whose conditions are more serious. Better understanding of the profile and flow of patients within urgent care is a key trigger to optimising the management of their care pathway.



**A&E Care and Emergency Admissions helps emergency departments to better understand demand from patient flow and treatment pathways and to support them to optimise processes and planning resources.**

**What does it allow you to do?**

- Benchmark A&E demand and services
- View waiting time performance
- Understand the quality of patient care
- Track the quality of your A&E and Inpatient data
- Profile patient demand and treatment pathways
- Overlay staffing levels against hourly demands in A&E wards to improve resource planning
- Highlight activity where treatment should take place in a more appropriate setting

**Benefits**

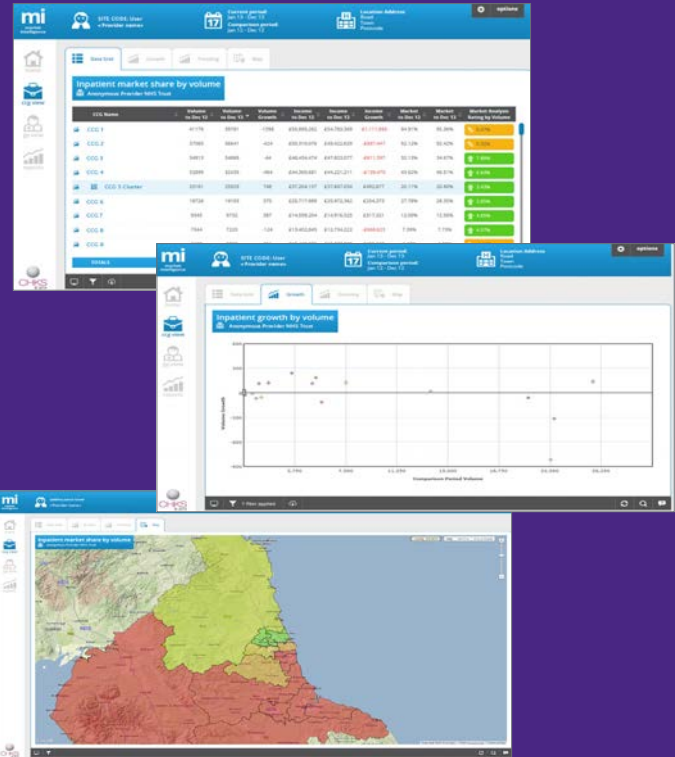
- Understand the factors behind the growing use of A&E
- Improve efficiency
- Monitor patient outcomes
- Identify ways in which care could be redirected or resources scheduled more effectively to help you manage peaks in demand
- Gives you fact based analytics to further engage primary and social care colleagues
- Easy to use within the iCompare framework - with the option to personalise through custom filters, date and peers

# MARKET INTELLIGENCE PROGRAMME

Service transformation is key to creating a cost-effective and sustainable health service.

Whether in response to a changing landscape or emerging local needs, healthcare providers need to understand their market, including service users, their local population and competing providers. This will allow them to continually review and adapt services to meet local needs and maximise their income.

**Market Intelligence Programme** is designed to help providers monitor, analyse and understand commissioning activity in both the local and wider markets. The programme will help you to develop your services, manage risks and engage with your commissioners.



# Using the sophisticated analytics capability of the Market Intelligence Programme, providers can identify changes in commissioning, explore the underlying reasons for change and assess the impact on activity and wider services.

By understanding commissioning in your current market and in the wider market you will be able to:

## **Develop your services**

- Identify opportunities to develop new services or grow existing ones
- Measure the success of service improvement initiatives.

## **Manage risks**

- Quickly detect risks to established activity or income
- Analyse competitor activity and understand the impact on your services
- Highlight risks to service improvement initiatives
- Identify commissioning trends to understand pressures in the healthcare system and support

## **Engage with your commissioners**

- See where GPs and CCGs are commissioning their services from and how this affects your organisation
- Take a total view of the local healthcare market and the needs of your key commissioners
- Generate supporting data that informs commissioner discussions.

## **Here are just some of the questions that the CHKS Market Intelligence Programme can help you answer:**

- Where are our opportunities?
- Are our services at risk?
- How is our health population changing?

# ICOMPARE FOR COMMISSIONING

Faced with rising demand, ever tightening financial constraints and overall responsibility for commissioning appropriate high quality services on behalf of their local patient populations, CCGs need reliable timely information to support the tough decisions they have to make every day.



The quality of the team's work and the robustness of the judgments was exactly what we were looking for, but the most important aspect of the review for us as commissioners was that the Trust's senior clinicians agreed with the findings.

Matt England, Head of Contracting and Commercial Strategy  
-NHS Wakefield Clinical Commissioning Group

**Our iCompare for Commissioners module allows CCGs to understand the amount of activity commissioned for their local populations compared to what they would expect to commission. This can show whether CCG funding is appropriate and being spent in the right places.**

This 'expected versus actual' analysis along with benchmarking capability enables CCGs to start having crucial conversations with their GPs. Analysis can be done by condition, CCG and GP to identify where improvements could be made in a range of areas such as readmissions, excess bed days and cost. A summary view of Sustainability and Transformation Plan (STP) level performance is also available.

#### **What does it allow you to do?**

- Benchmark commissioning activity based on the expected demands of the local population
- Compare the quality, efficiency and outcomes of the acute providers you commission
- Evaluate the appropriateness of the investment in the range of services being commissioned
- Monitor patient flow within the local health system to identify inappropriate pathways or care settings across primary and secondary care and assess financial impact
- Identify unwarranted variation in performance in cost and quality performance and investigate the underlying factors
- Improve annual planning, future commissioning and service target setting by providing a benchmarked evidence base to underpin assumptions

# EFFICIENCY AND VALUE FOR MONEY



**An excellent robust piece of work that stood the test of arbitration.”**

**Lynn Matthews**, Head of Contracting, NHS Luton Clinical Commissioning Group



Organisations that focus on identifying the value-add elements of their service and remove 'waste' activities such as duplication, cancellations, and non-utilisation can significantly increase their efficiency and productivity. CHKS offers a number of services that can help you do more with less.

We support hospitals with service reviews and improving the value of its services by linking quality and outcome measures with cost data through our industry leading benchmarking tools. Our Value Triangle takes a three dimensional view of health organisation data to examine the dynamics between quality, cost, length of stay and income. By looking at qualitative performance metrics such as mortality, clinical complications and readmissions, you will get a detailed understanding of the links between operating costs and quality of care – enabling you to make informed decisions about the effectiveness and efficiency of your services.

### Supporting change

The Value Triangle highlights issues and opportunities. Once these are identified, we can support your change programme through:

- Costing assurance audits
- Clinical coding, income recovery and best practice tariff audits
- Mortality reporting and reviews
- Readmissions and avoidance programmes
- Product solutions implementation and support

# CARE QUALITY, ASSURANCE AND ACCREDITATION



Working collectively towards the accreditation has enhanced teamwork significantly in the organisation. It provides us with the opportunity for every member of staff to engage with the process and to truly own their own responsibility for ensuring awareness of policies and procedures.”

Aileen O’Neil, General Manager Strategy - Tabor Lodge  
Addiction Treatment Centre

## In undertaking accreditation, healthcare organisations embark on a journey of quality to enhance and improve productivity, performance, patient experience and outcomes.

As a leading accreditation service in the UK and working across Europe and beyond, and being the only provider of both accreditation and ISO certification, we have unrivalled experience in assisting healthcare organisations to apply quality standards to improve patient care, while addressing key challenges such as risk management and clinical effectiveness.

Accreditation provides credible and independent recognition of your commitment to quality improvement for your patients, board and external regulators. Our accreditation programmes are tailored to all aspects of healthcare provision from acute hospitals and care homes to specific services such as radiotherapy and maternity.

Many organisations report a culture of pride in the quality of service and a greater sense of ownership, with employees feeling they can influence their role in the organisation. As a leading health and social care assurance and accreditation service, we have unrivalled experience in developing and applying quality standards both in the UK and internationally.

We are accredited by the United Kingdom Accreditation Service (UKAS) to ISO17021:2011 and therefore clients who work with our standards can achieve ISO 9001:2008 certification. CHKS is also a CQC official information source. This means that the CQC has recognised the potential value of clinical service accreditation and peer-review schemes as information sources to support its inspections. The CHKS accreditation programme has been assessed and recognised as a robust and high-quality accreditation scheme.

# CLINICAL CODING, DATA QUALITY AND FINANCIAL ASSURANCE

Accurate clinical activity and cost data is vital for holding healthcare providers to account for the care they deliver, funding that care in a fair and appropriate manner, and ultimately ensuring ensuring healthcare providers are accountable.



**CHKS helped us review our costing and clustering data. It provided assurance around the work that we are doing and gave us opportunities to learn. The final report was both useful and positive. It reinforced our understanding around areas of good practice but also confirmed areas where we needed to focus our efforts to improve."**

**James Duncan, Director of Finance and Deputy Chief Executive,  
Northumberland and Tyne and Wear NHS Foundation Trust**

## We are the largest private provider of healthcare clinical coding, data quality and cost improvement services in the UK. Our focus is on data and payment accuracy in healthcare.

Through integrated programmes of analysis, audit, and advisory services we help healthcare providers and commissioners ensure that data and payments reflect patient care. We also provide clinical coding services and support to help providers get their data right first time.

We have unrivalled experience of working with national and local healthcare bodies to improve the quality of healthcare information, having delivered over 2,000 audits, assessing over £350m of payments. Our services range from one off projects through to contract assurance frameworks and mediation services.

We form ongoing relationships with the people and groups we partner with, built on trust, and the accuracy of the services we provide. Our clients come from all sectors of the health services in all four UK NHS health economies. We work with commissioners, acute trusts, mental health and community providers, as well with all aspects of the independent and private sector, covering both NHS and private healthcare. Our services cover:

- Clinical coding
- Data audit and payment assurance
- Costing services
- Contracting services
- Benchmarking and analytics

All our services are supported ISO 27001, IGT level 3, NHS.NET and N3 connectivity to ensure all patient level information is treated securely and appropriately.

# POPULATION HEALTH MANAGEMENT AND ANALYTICS



The biggest challenge facing the NHS is how to deliver high quality, cost-effective integrated health and care services. Truly patient-centric services can only be achieved by successfully managing patient pathways across health and care organisations boundaries. Integrated patient records and shared care plans are enablers for building integrated services.

## Our shared care record solution supports the integration of health and care services by linking patient data from primary, secondary, social and community care in a safe and secure store.

This helps healthcare providers, commissioners and local authorities to make informed evidence-based decisions to dramatically improve patient care. Information can be stored at an individual level through a shared care record that is accessible to all professionals caring for a patient - or aggregated to proactively manage and monitor the health of a local population.

### Benefits

- Provides one complete and accurate patient record
- All care funders and providers understand the patient's needs
- Providers understand the next actions required in the care pathway
- Provides a fully audited history of the patient's journey through each service
- Acute users can access crisis plans within seconds
- Discharge teams can refer patients into services with total confidence that all relevant information has been provided

To find out more, please visit [chks.co.uk](http://chks.co.uk).

# SERVICE AND CONTRACT MANAGEMENT



The CHC solution has enabled us to reduce costs and improve operational efficiency through the automation of invoicing processes. It has also improved financial reporting and planning as we now have clear visibility of where patients are in the process and the number of people at each stage."

John Bunn, Project Manager, NHS Luton Clinical Commissioning Group



The biggest challenge facing the NHS is how to deliver high quality, cost-effective integrated health and care services. Truly patient-centric services can only be achieved by successfully managing patient pathways across health and care organisations boundaries.

We have a range of tools to address various challenges including:

- **CHC service management** - allows commissioners to manage NHS-funded Continuing Health Care (CHC) services efficiently and effectively. It includes the use of secure and personalised care plans that can be shared across teams to give a complete picture of the patient, ensuring that you and your providers understand every patients' needs
- **CHC invoicing process automation** - our online system automatically reconciles residential care home and domiciliary care provider invoices against the CHC patient records - a radical solution that reduces cost, increases efficiency and improves financial control
- **Patient workflow management** - allows you to manage your patients along integrated care pathways regardless of service boundaries. It includes the use of secure and personalised care plans that can be shared across teams. This complete picture of the patient ensures that all care funders and providers understand the patient's needs and their own role in delivering the best possible care.
- **Risk stratification** - assesses the relative risk of patients in your local population by analysing medical histories. By identifying high risk individuals you can budget and plan effectively for their care, as well as deliver proactive interventions to keep them well

To find out more, please visit [chks.co.uk](https://chks.co.uk).

# TOP HOSPITALS PROGRAMME



It's wonderful that we have won the patient safety award this evening. In times where every hospital is pressurised and people are trying their best to do their best for their patients, it's great to have that recognised at such a prestigious event. This will be taken back to our trust and displayed with pride, I'm sure, for years to come."

Dr David Farnham - Northern Health and Social Care Trust

## How does your trust measure up against some of the best in the country?

The CHKS Top Hospitals Programme and awards ceremony helps organisations monitor, benchmark and improve performance. As part of this work CHKS delivers a programme of free conferences, study days and reports designed to facilitate sharing of ideas, experiences and best practice across the health service.

The programme combines performance information with support from our expert consultants, who will apply their knowledge and insight to help you understand, and benchmark your current position against other hospitals and improve your position throughout the year.

As a result, you will be able to pinpoint opportunities to improve safety, quality and productivity, and build a reputation as a leading trust.

To find out more, please visit [chks.co.uk/top-hospitals](https://chks.co.uk/top-hospitals).





For more information please get in touch

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