

CAPSULE CASE STUDY: Camden & Islington NHS Foundation Trust



Performance Management & Monitor Compliance

The Challenge

- ⇒ People in the organisation had lots of knowledge but accessing it was difficult as none of it was in the same place.
- ⇒ The FT programme demanded improved data.
- ⇒ The organisation was duplicating lots of effort around performance reporting and managing improvements.
- ⇒ Understanding what information would add value to different groups and how this could be shared.
- ⇒ Making sure information was accurate.

The Solution

- ⇒ Evaluated different systems used by other mental health and social care organisations and settled on Performance Accelerator.
- ⇒ Worked with the entire Board and other stakeholders to identify exactly what information was needed.
- ⇒ Focused initially on using the system for areas that required immediate attention e.g. Monitor KPIs, Delayed Transfer of Care, Crisis Team Targets.
- ⇒ Made sure that the service teams that owned data would 'sign it off' in the system.

“ Prior to Performance Accelerator it would take nearly two weeks effort each month to produce the necessary performance and compliance reports. Now it takes just half a day to produce reports with better data accuracy. ”

James Weller,

Trust Performance Manager,

Camden & Islington NHS

Foundation Trust



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The Results

- ⇒ System produces all the reports for the monthly Performance Committee.
- ⇒ During FT application the Trust were able to easily move from quarterly reporting to monthly reporting without additional effort.
- ⇒ Performance Accelerator now provides an FT wide status on progress.
- ⇒ The organisation spends less time chasing data which means they have more time to analyse information.
- ⇒ Efficient and accessible evidence system. Focus on quality not quantity of assurance.
- ⇒ Sophisticated insight means the Trust can focus on areas of performance & actions that require attention.
- ⇒ Helped provide assurance and certainty that accurate information is provided to commissioners and Monitor.
- ⇒ The system is simple to update and access is easy; particularly important with multiple sites.
- ⇒ Dashboards are powerful and interactive.
- ⇒ The process of setting the system up, and its ongoing use, has made it clear who owns what information.
- ⇒ People are using information more effectively as there is a better understanding of what is available
- ⇒ Relationships have improved between Performance Management and others.