

CAPSULE CASE STUDY: Oldham Primary Care Trust



Governance impacting outcomes

The Challenge

- ⇒ Achieving the required Healthcare Commission ratings
- ⇒ Creating a culture of accountability and ownership
- ⇒ Helping a wider group across the organisation understand risk
- ⇒ Realising and sustaining the benefits of Governance
- ⇒ Making the connection between governance, information and outcomes

The Solution

- ⇒ Used Performance Accelerator to deliver governance and reporting across the organisation
- ⇒ Established a Model of Governance for Oldham PCT that draws on key guidance including, the 5 Strands of Governance, evaluation of objectives against the IG handbook's High Level Governance Framework and the Committee of Sponsoring Organisation's Enterprise Risk Management model
- ⇒ Ongoing support and training on governance and risk related evaluation of projects and work streams
- ⇒ Oldham PCT began with the modules and solutions most relevant. Once embedded they linked in additional areas of governance, placing risk and the board assurance framework at the heart of the system.

“Performance Accelerator can be applied in so many different areas, we are already considering using it to underpin collaborative governance and business intelligence in the wider health economy, as well as support the requirements of The Intelligent Board”

Rob Fenton, Associate Director of Finance

“Performance Accelerator makes achieving our organisational goals more likely, it has improved accountability and understanding”

Andy McGrath, Head of Integrated Governance



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The Results

- ⇒ Supported the Trust in moving from 1 Star to 3 Star in just twelve months
- ⇒ Winners of HSJ PCT of the Year & HfMA Governance Award 2006
- ⇒ Everyone knows exactly what their accountabilities are, how they fit in with others and what risks stand in the way of achievement
- ⇒ Managers and teams have a clear view of the impact to outcomes if something is or isn't delivered
- ⇒ Visibility of progress and resource has been improved
- ⇒ Reporting has been simplified with the time taken to produce a board report reduced from days to minutes
- ⇒ A fully integrated governance system
- ⇒ Overcome the organisational silos that prohibit the realisation of effective governance
- ⇒ Risk is no longer managed in isolation; Performance Accelerator is highlighting risks that appears in one report or committee but clearly requires leadership and accountability from another function
- ⇒ Easily see the complex inter-relationships between all activities, risks, standards and objectives across and beyond the organisation
- ⇒ Manages specific Sponsor (Executive lead) and Owner (the responsible manager) to deliver a set of objectives
- ⇒ Able to link risk and performance reporting for all work streams
- ⇒ Flexible, user focused board reports, including the Board Assurance Framework, committee and compliance reporting