NHS LPP Medicines Optimisation and Pharmacy Procurement (MOPP) Regional Homecare KPI Dashboard

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Entry details

Summary Overview

A homecare medicine service is one that delivers ongoing medicine supplies and associated care, initiated by the hospital prescriber, direct to the patient. The purpose of this service is to improve patient care and choice of treatment. The delivery of ongoing medicines supplies and associated care is often carried out by a specialist external supplier, or homecare provider. Collaboration between suppliers and NHS trusts is essential for the ongoing management of this service and to uphold high standards of patient care. In addition to this, the Regional Homecare Specialist (RHS) acts as a liaison between NHS trusts, national homecare groups and suppliers to help facilitate the management of these services.

The homecare market is a growing market with patient numbers increasing by approximately 20% year on year. This has been particularly true since the COVID-19 pandemic where patients receiving their treatment via homecare significantly increased, as a way of shielding them from unnecessary exposure to the virus.

There are currently over 500,000 homecare patients in the UK equating to an estimated annual spend of £3.2billion. The London region comprises approximately 25% of this market according to spend, so the Medicines Optimisation and Pharmacy Procurement (MOPP) team at NHS LPP recognised that maximising patient outcomes and efficiencies from homecare services is paramount.

A set of high-level, nationally recognised KPIs have been agreed to monitor homecare services in consultation with the Commercial Medicines Unit (CMU), National Homecare Medicines Committee (NHMC), and National Clinical Homecare Association (NCHA). These have been created in accordance with: the 'Hackett Report' - Homecare Medicines, Towards a Vision for the Future - Taking Forward the Recommendations, Professional Standards for Homecare Services in England (Royal Pharmaceutical Society), Handbook for Homecare Services in England and its appendices (Royal Pharmaceutical Society). Trusts, ICSs and the RPS recognised the difficulty in monitoring their overall service, patient outcomes, suppliers and the homecare market in this way.

NHS LPP MOPP therefore proposed a novel model for monitoring these KPIs to Promatica Digital, a leading healthcare technology provider – a regional homecare KPI dashboard.

This nomination is for the creation of the NHS LPP MOPP innovative dashboard, the improvements in homecare KPI monitoring it has afforded, and the ongoing commitment to improvement of the dashboard in collaboration with Promatica Digital.

Following creation of the dashboard:

• There is an easy way to monitor or trend homecare KPIs.
• There is no need for the individual submission of KPIs from suppliers to contracting hubs and NHS trusts.
• There is a way to easily compare and trend supplier performance.
• There is a way to easily highlight data errors in homecare KPI reporting.
• There is a regional overview of the homecare market (suppliers, patient numbers, therapy areas).
• There is a way for trusts to directly compare the KPIs across suppliers or homecare services.

I wish to nominate the following person (or group/organisation) for award. I understand that by submitting this nomination I declare that the information I have provided is – to the best of my knowledge – accurate and complete.	✓	
Nominee	Medicines Optimisation and Pharmacy Procurement (MOPP) Team	
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Supporting Info

Supporting Statement

NHS LPP Medicines Optimisation and Pharmacy Procurement (MOPP) Regional Homecare KPI Dashboard

A homecare medicine service is one that delivers ongoing medicine supplies and associated care, initiated by the hospital prescriber, direct to the patient. The purpose of this service is to improve patient care and choice of treatment.

The Medicines Optimisation and Pharmacy Procurement (MOPP) team at NHS LPP created The Regional Homecare KPI dashboard collaborating with Promatica Digital (3). It allows nationally recognised National Homecare Medicines Committee (NHMC) homecare KPIs (1) to be depicted in an overarching visual from both at a regional and trust perspective. This is

the first of its kind, and not available elsewhere. These KPIs are used in all regional homecare medicines frameworks, which suppliers are monitored against, for performance and contract monitoring purposes.

NHS LPP MOPP provided the design concept and direction for the dashboard so that Promatica could then develop a dashboard which translates the KPI clinical data requirements into a user friendly experience. This development process progressed over 18 months with several iterations and reviews to perfect the dashboard. The translation of the bare clinical data into something visually understandable and appealing took considerable effort on both sides; from fortnightly meetings, ensuring that the clinical data was accurate and useful, to perfecting the clinical coding depicting interactive graphs (4). Feedback was also requested from trust end users who tested the beta version of the dashboard. Their feedback was incorporated into the final version of the dashboard to create what it is today. The dashboard will be used by the Regional Homecare Specialist (RHS), trust Homecare teams, Specialist Pharmacists and Chief Pharmacists to monitor supplier performance and homecare market developments in one place.

Although homecare suppliers are responsible for dispensing and providing the treatment to a patient, the Trust still maintains full clinical responsibility for the patient. The clarity of the dashboard means it can be used to have better informed conversations and more collaboration between trusts, suppliers, and RHS, to ensure patients get the best service and outcomes from their homecare medicines.

The NHMC KPIs incorporate the following categories:

• Standard Operational KPIs
• Clinical Services Operational KPIs
• Governance KPIs – including KPIs for patient safety incidents and adverse drug events

All Standard Operational KPIs and Clinical Services Operational KPIs have already been added to the Homecare KPI dashboard, with the view to add all KPIs to the dashboard by the end of the year.

Both trusts and suppliers are monitored against relevant KPIs to ensure patients receive the best service. The dashboard gives trusts and suppliers a platform to view the performance of both parties in service review meetings. The dashboard also gives a regional view of all KPIs for the RHS which can be used in regional and national supplier engagement meetings. In this case, the dashboard is paramount for the RHS, as they are the liaison between trusts and suppliers, to aid feedback, negotiation and escalation discussions.

Aims and purpose

The aim of the dashboard is to give added intelligence to trusts and RHS beyond the standard KPIs, to allow interrogation of homecare services from a regional, trust and supplier perspective.

NHS LPP MOPP achieved this through better visualisation of the standard KPIs, and by providing added value through expanded utilisation of source data.

Objectives

Standard NHMC KPIs
• Improved visualisation of standard KPIs for trust and region
• Improved source data quality for accurate and reliable KPI reporting
• Consolidation and filtering of data by trust, supplier, and date on one platform

Added Value by NHS LPP MOPP
• Amalgamate and expand source data from NHMC KPIs with further dashboards providing a more complete and nuanced picture of homecare services.

NHS LPP MOPP launched the dashboard using the experience and feedback of trusts and RHS. It has transformed the previously challenging piecemeal way from multiple suppliers and/or trusts (1) across multiple therapy areas, into one place. The dashboard has greatly improved contract and performance monitoring, therefore allowing active tracking of services and implementation of improvements.

Effects on productivity

Trusts are able to trend and monitor supplier performance on an ongoing basis by highlighting areas for improvement as an overview and for specific therapy areas. The dashboard provides evidence for trusts to engage suppliers with at their local supplier engagement meetings. This data can be used to agree a mutual plan for improvement, and then monitor improvements.

The RHS can review services for the entire region and all trusts. Areas for improvement by service area, framework and supplier can be monitored and fed back at meetings through contract management and supplier relationship management. The dashboard provides evidence for escalation by trusts and suppliers, as well as to track improvements.

Efficiencies

The dashboard consolidates all data received from suppliers and trusts into one platform to allow an overview and direct comparison of homecare services for both trusts and the RHS. This sets a new precedent for efficiency compared with previously, where suppliers would send KPI data to trusts and the regional homecare specialist individually and in varying formats. In the case of the RHS, this has consolidated the data of at least 10 suppliers and at least 30 trusts onto one platform.

Cost savings or value based outcomes

Homecare services which could be contracted using a regional framework, and most likely translate into cost savings for trusts, can easily be viewed on the dashboard. This can be done at regional and trust level to ensure trusts are maximising the most cost effective procurement routes for getting treatment to patients. This could be done by:

• Switching to a more cost effective supplier; saving trust money which can be reinvested into patient care.
• Switching to a more cost effective delivery route e.g. moving from the regional homecare framework to an alternative transport framework.
• Maximising the use of the regional homecare framework rather than local agreements, providing a cost saving through better prices agreed through economies of scale.

Culture change/ changes in working practice

The user-friendly dashboard format encourages more engagement by the RHS, trusts and suppliers to work collaboratively by removing the barrier of scrutinising large amounts of data in multiple Excel spreadsheets. The removal of this barrier encourages continual improvement by improving data quality, highlighting areas for improvement, implementing improvements, and continual active monitoring or improvements.

Improved patient outcomes

Homecare KPIs directly monitor outcomes which affect patient care. This is easy to react to on an individual basis, but harder to monitor as an overall service without the dashboard. The dashboard allows better contract monitoring to ensure suppliers are meeting the agreed terms and conditions of the service. This translates to better patient outcomes by ensuring patients receive the right medication, at the right time and with the additional supportive services they need.

Any savings and efficiencies created as the result of maximising uptake of best value frameworks and switching to more cost effective homecare services can be reinvested into patient care.

Increased clinical engagement

NHS LPP MOPP and Promatica created the dashboard collaboratively from data submitted and utilised by ICBs, trusts and suppliers. Trust homecare teams benefit from the dashboard by providing them with the intelligence required to engage their clinicians in well informed discussions about managing their homecare patients. Clinicians are focused on the best outcomes for their patients. The dashboard's ability to clearly portray areas for improvement focuses proactive decision making, therefore leading to more clinical engagement with homecare services. This has become increasingly important in recent years since the COVID-19 pandemic where there was an approximately 20% increase in patients receiving their treatment via homecare, as a way of shielding them from unnecessary exposure to the virus.

How you plan to develop or sustain the work

• NHS LPP MOPP developed the dashboard in collaboration with Promatica, a leading healthcare technology provider. There is an agreement in place to ensure that ongoing upkeep and improvement of the dashboard continues following user feedback and changes in the homecare market3.
• The dashboard will be expanded to include all NHMC KPIs by December 2022.
• Data improvements for the dashboard will form a standard agenda item for regional and trust supplier meetings, where data inaccuracies can be discussed and solutions implemented.
• The inclusion of a data error dashboard highlights areas where the data is being submitted in an incorrect format at source. Feedback of this to suppliers will improve the usability of the dashboard (3).
• All users can provide ongoing feedback to the RHS and Promatica to allow implementation of further improvements.
• The NHMC KPIs (1) are reviewed annually, so the dashboard will be updated to ensure it remains current.
• The dashboard is currently used for the London region, but all regions in England will have the opportunity to use it in the future.

References

1. https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/V6.2%20-%20Homecare%20Medicines%20and%20Services%20KPIs_final%20for%20RPS.xlsx

2. https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/Professional%20standards/Professional%20standards%20for%20Homecare%20services/homec services-handbook.pdf

Attachments

3. NHS LPP MOPP_Promatica Digital Homecare KPI Dashboard Screenshots PDF

4. NHS LPP MOPP_Promatica Digital Homecare KPI Dashboard Beginnings PDF

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3. NHS LPP MOP... 1,003 KiB

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4. NHS LPP MOP... 859 KiB