

Overview

Location: United Kingdom
Industry: Health

Customer Profile

NHS Wandsworth is one of the largest PCTs in the country. The trust serves a population of 292,313 Wandsworth residents and an additional 33,893 people registered with Wandsworth GP practices from outside the borough.

Business Situation

The trust needed to enable better ways of distributing high level overviews and insights into Commissioning and other activities. It has a rich and well used intranet and sought to use this to offer managers better Business Intelligence.

Solution

Cloud2 installed and implemented the Common User Interface Scorecard Enabler within the intranet and provided the analysts with an introduction to its use, from which the analyst team rapidly became self sufficient in delivering user-centric dashboards etc.

Benefits

Visually rich and easier to digest overviews of data. Improved support for collaboration amongst the team. Greatly improved mechanism for delivering Excel-based reports, including provision of Excel 2007 capability through a browser. More agile response to the trust's data reporting needs.



CASE STUDY

Background

NHS Wandsworth (Wandsworth Teaching Primary Care Trust commissioning and provider arms) is one of the largest PCTs in the country. The headquarters are at Wimbledon Bridge House but the services are delivered from sites across the borough. The trust is responsible for improving the health of 292,313 people who live in Wandsworth and a further 33,893 people who are registered with Wandsworth GP practices but live outside the borough, a combined total of 326,196 people.

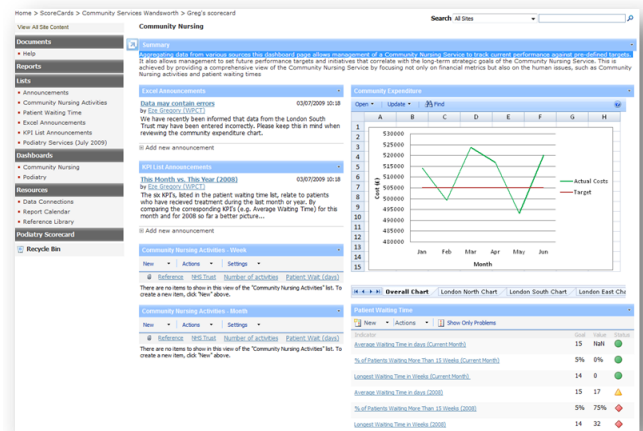
Like most trusts, NHS Wandsworth handles large amounts of data across both provider and commissioning arms, with the analyst teams manipulating the data and providing it as reports, most commonly in Excel workbook form.

The raw data is stored in a variety of forms, from active SQL and other database sources (including a data warehouse and some data from Datix via Excel), through externally provided spreadsheets to comparatively simple lists and items of data sourced via email, word of mouth etc. The trust currently uses Office 2003.

The Solution

Analysis

As part of a broader intranet enhancement project, the trust asked Cloud2 to deploy the full set of Common User Interface Solution Enablers, which included the CUI Scorecard Enabler. Cloud2 provided an introductory session on this enabler to the analyst teams from both arms of the trust, together with insights into how to use it alongside SQL Reporting Services and other, richer BI tools (Microsoft PerformancePoint and Cognos are both in use at the trust).



“The Scorecard Enabler is loved by many people in the team”

Rob Simpson
 Head of Business Intelligence,
 Community Services, Wandsworth

Based on this overview, the Commissioning analyst team became enthused by the possibilities for extending their capabilities and re-engineering the way they deliver reports to the rest of the organisation.

Although Cloud2 have developed a Scorecard Enabler specific training course, this team were able to commence building their own dashboards based on just the detailed documentation provided with the tool plus some limited guidance and advice and a further guide document from Cloud2.

The solutions they have developed, to date, include:

Community Service Wandsworth (the Provider arm) are using the scorecard enabler to look at the performance of the podiatry clinical service, notably number of cancellations, and average waiting times; as well as tracking current performance against targets for community

About the CUI Scorecard Enabler

The Scorecards Solution Enabler was developed by CFH in partnership with Microsoft and is downloadable free of charge from the NHS PSPG site. It includes SharePoint 2007 site templates featuring example data, dashboards and measures common to NHS settings, and built in help. It enables creation of scorecards and dashboards of Key Performance Indicators, business metrics and progress measures that make it easy for business managers, analysts and other staff to interpret data and take action.

Source data can come from a simple list, a complex spreadsheet, from a data warehouse cube or from a SQL or ODBC database. It offers a powerful tool for organisations that do not have all the required data in their data warehouse.

What Next?

If you would like any further information on Business Intelligence tools, CUI Enablers, SharePoint solutions or any other services Cloud2 offer

nursing. A 13 KPI R.A.G. list with progress graphs has been developed as a dashboard and indicates the areas which need improvement and those which are not a cause for concern.

The commissioning arm are routinely publishing data and reports to pre-empt requests for data which is already available in report format; using the Scorecard enabler these reports are available to everyone on demand. Because the team now work on the published Excel sheets the scorecard data and graphs are dynamic and up to date so user know they are always be looking at the most recent updates. They also maintain a Top Ten Targets dashboard.

Benefits

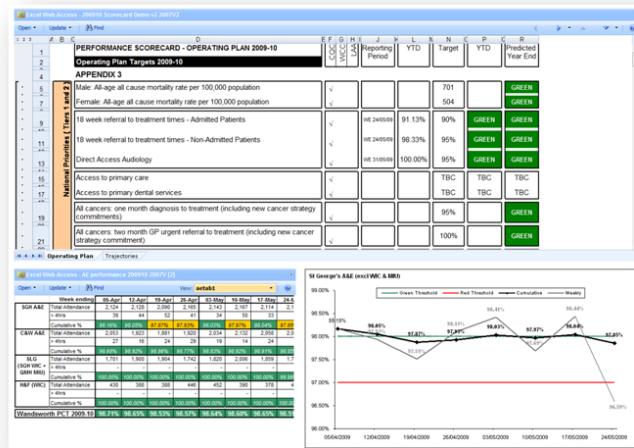
The Commissioning team have been able to create visually interesting, easy to digest views of the data and reports they invest their time in building. This in turn allows managers and decision makers in the trust to rapidly identify trends and areas of concern as well as creating a pull through of time they invest in analysing the reports in detail—because they can see the big picture at a glance managers are more willing to get to grips with the detail.

The effort of the analyst team is better recognised, as a consequence, helping to sustain their efforts and develop the reporting capability further.

The ease with which different dashboards can be created has allowed views of data to be targeted at different audiences, drawing together aspects of different reports on one screen. In this way the data becomes 'user-centric' rather than 'data-centric'.

The report creation process has also been enhanced. Much of the work relies on analysis using Excel workbooks. These are now being stored in SharePoint, making them accessible for collaborative development by the team, using the version control and check in/out features of document libraries. Published Excel reports are now accessible across the organisation (they were previously largely hidden on the network drives).

Although the trust is in the process of migrating to Office 2007, this has not been widely rolled out yet. However the improved graphs and many other features of Excel 2007 can be made available to users without Excel 2007 through the intranet using Excel Services web parts. For example, graphs within an Excel 2007 sheet can be directly displayed in a browser (as shown in the screen shots)



Scorecard Enabler vs. other BI tools

The CUI Scorecard Enabler is an especially flexible tool for trusts either starting out on a broad BI programme or looking for a tactical tool to address immediate needs of departments and teams. Although it is not as powerful as high end BI tools such as PerformancePoint or Cognos, its ease of allows analysts and power users to rapidly develop their own dashboards etc., publishing these to the rest of the organisation. It is useful where a trust:

- Has a planned Enterprise BI project, but has yet to define the detail. The Scorecard Enabler acts as a rapid prototyping tool for dashboards and scorecards leading to better requirements and input to the project.
- Uses SQL Reports, but needs to offer a high level executive view. Scorecard Enabler dashboards provide the at-a-glance insights while SQL Reporting Services provide the detailed reports.
- Needs to complement their full BI solution, with local, short term or changing data visualisation needs. The Scorecard Enabler allows end users to develop their own local solutions, which can be cost effectively rolled into the next phase of the main BI development as and when appropriate.
- The trusts has a data warehouse, but not all data sources have been integrated, especially those from ad hoc or unstructured sources (such as word of mouth). These types of data can be stored in SharePoint lists or in Excel and still form the basis of valid indicators.

Conclusions

Following installation and a half day overview session the Commissioning analyst team were able to use the Scorecard Enabler to build dashboards and scorecards that have contributed strongly to their ability to provide insights into the complex, data driven commissioning activities of the trust. This was achieved with minimal cost and disruption compared with use of a high end tool and contributes to the roadmap for their broader BI initiative.

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