

# Information in a crisis

A NHS Community Trust (information team's) story

Steve Pollard  
Head of Information and Business Intelligence

01

What happens when we go 'data crazy' in a crisis?

01

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Demand  
increases

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Demand  
increases

+



Delivery time  
decreases

# What happens when we go 'data crazy' in a crisis?



Demand increases

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Delivery time decreases

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## Information

Poor quality

Untimely

Inaccessible

Decentralised

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Delivery time decreases

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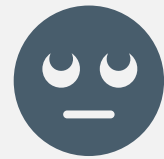
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## Information

Poor quality

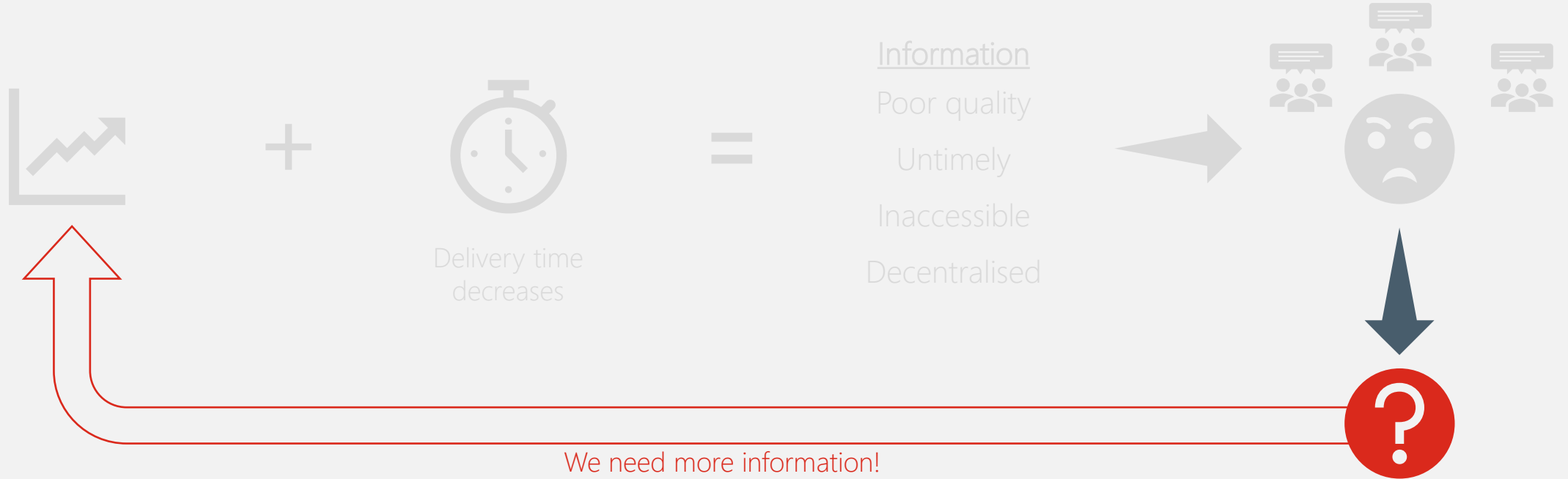
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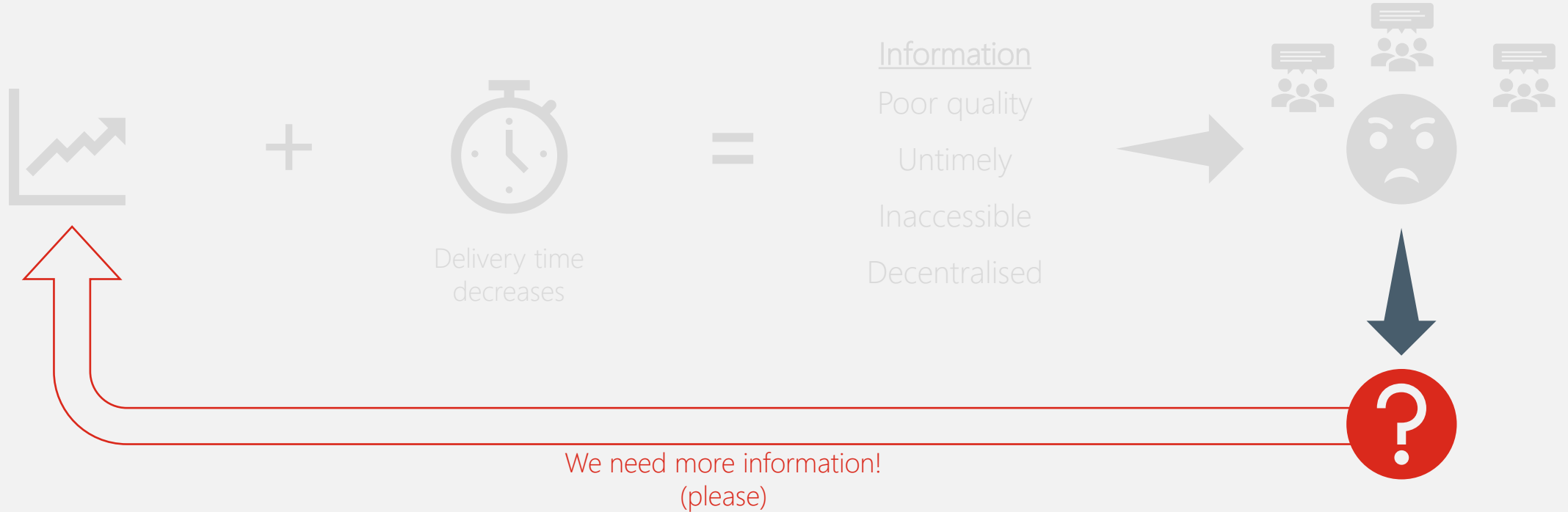
Decentralised



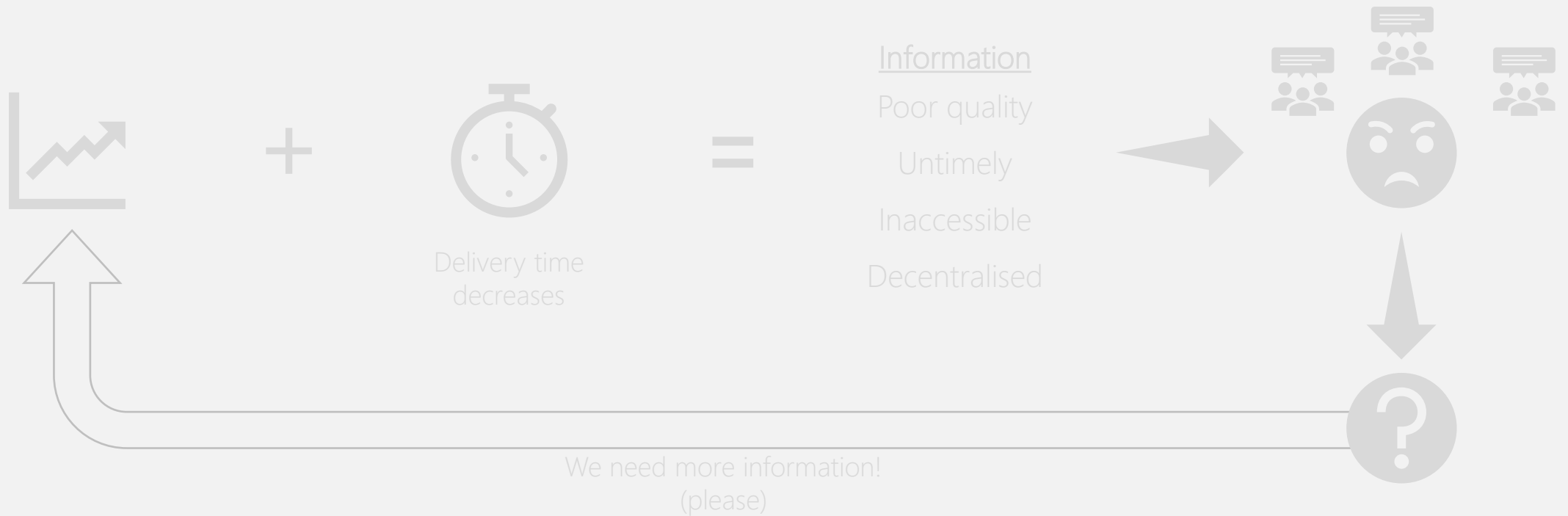
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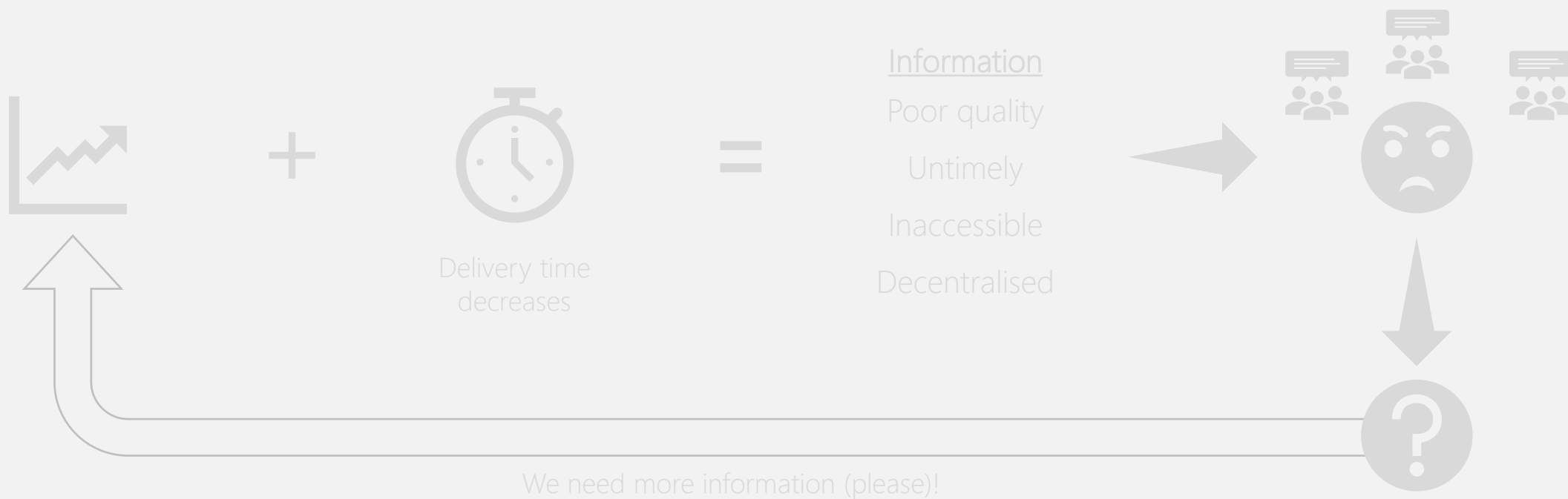
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What happens when we go 'data crazy' in a crisis? **We get progressively worse at producing good information!**



02

What **can** we do differently this time?



02

What **did** we do differently this time?

What did we do differently this time?

We centralised:

- An single web hub of information

What did we do differently this time?

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- An single web hub of information
- Web forms for all data collection

What did we do differently this time?

We centralised:

- An single web hub of information
- Web forms for all data collection
- A single database for storing, processing, and reporting data.

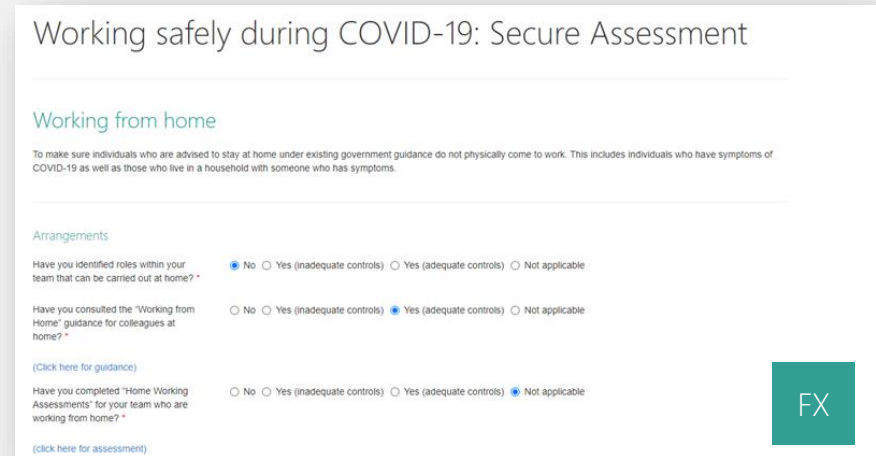
03

What did we achieve?

# What did we achieve?

## Products

- 15+ web forms



Working safely during COVID-19: Secure Assessment

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Working from home

To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

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Arrangements

Have you identified roles within your team that can be carried out at home? \*

No  Yes (inadequate controls)  Yes (adequate controls)  Not applicable

Have you consulted the "Working from Home" guidance for colleagues at home? \*

No  Yes (inadequate controls)  Yes (adequate controls)  Not applicable

[\(Click here for guidance\)](#)

Have you completed "Home Working Assessments" for your team who are working from home? \*

No  Yes (inadequate controls)  Yes (adequate controls)  Not applicable

[\(click here for assessment\)](#)

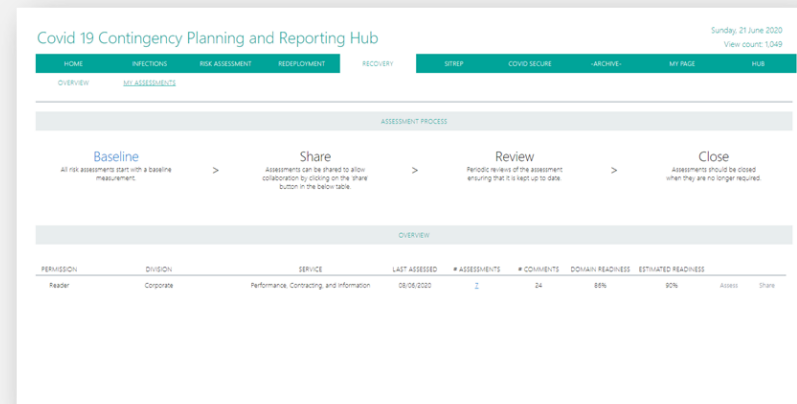
FX

- Available to all users
- Across multiple device types

# What did we achieve?

## Products

- 15+ web forms



- 'My assessments'
- Workflow
- Reassessments (with full history)

# What did we achieve?

## Products

- 15 web forms
- 25 BI dashboards

OVERVIEW							
SERVICES ASSESSED	TOTAL ASSESSMENTS	MANAGING IMPACT	WORKING DIFFERENTIALLY	MANAGING IMPACT	MEASURING IMPACT	BACKLOGS	COMMUNICATION
108	178	59%	67%	64%	70%	82%	64%
DIVISIONAL SUMMARY							
	OVERALL	MANAGING IMPACT	WORKING DIFFERENTIALLY	MANAGING IMPACT	MEASURING IMPACT	BACKLOGS	COMMUNICATION
ADULT AND SPECIALIST REHABILITATION DIVISION	65%	56%	67%	64%	67%	74%	64%
Access To Communication And Technology (ACT) Service	82%	82%	87%	87%	87%	0%	100%
Amplex Rehabilitation Service	33%	23%	87%	17%	100%	0%	0%
Ann Marie House	87%	23%	-	100%	100%	-	-
Assessment and Treatment Clinicians	23%	0%	0%	0%	87%	0%	0%
Bed Management	82%	0%	100%	100%	-	-	100%
Birmingham Community Nutrition	82%	23%	87%	87%	33%	100%	100%
Birmingham Neurological Rehabilitation Team	40%	0%	23%	0%	100%	33%	100%
Birmingham Wheelchair Service	82%	23%	87%	87%	87%	100%	50%
Brain Injury Specialist Clinic	40%	100%	33%	33%	0%	100%	100%
Community Stroke Service	82%	100%	87%	82%	100%	100%	100%
Complex Needs Rehabilitation Specialist Clinic	82%	73%	33%	100%	33%	82%	82%
CUAT	87%	23%	-	100%	100%	-	-
Discharge Hub	82%	0%	100%	100%	-	-	0%
Discharge Hub	33%	0%	100%	0%	-	-	0%
Early Supported Discharge	72%	73%	87%	82%	100%	100%	100%
Functional Electrical Stimulation	72%	23%	33%	100%	87%	100%	100%
Functional Electrical Stimulation	82%	0%	33%	82%	87%	100%	100%
Health Response Service - Ward 4, 11th	33%	100%	-	0%	87%	0%	0%
Health Response Service - Ward 4, 11th	37%	23%	-	40%	100%	0%	0%

- Trust / divisional / service level summaries



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Recovery Assessment History

Company: Corporate  
Unit: Performance, Contracting, and Information

CURRENT READINESS

MANAGING DIRECTOR	WORKING DIFFERENTLY	MANAGING IMPACT	HEALTHY IMPACT	COMMUNICATION	ASSESSMENT READINESS	ESTIMATED READINESS
100%	100%	50%	100%	100%	86%	90%

CONTRIBUTORS

A. MURTAGH Director of Performance Information & Contracting	M. SCHREY Head of Contracting	M. CHAMBERS Head of Performance	C. HOPE Chief Operating Officer
S. POLLARD Head of Information & Business Intelligence	B. RICHARDS Divisional Director - ABC Division	I. WOODALL Chief Finance Officer	

PROGRESS OVERVIEW

DOMAIN / QUESTION	05-08-2020 15%	05-08-2020 10%	05-08-2020 10%	05-08-2020 10%	05-08-2020 10%	05-08-2020 10%	COMMENTS
Managing Infection	100%	100%	0%	0%	0%	0%	COMMENTS - Environment-adaptations staff
Environment-adaptations (staff)	✓	✓	✗	✗	✗	✗	ASHLEY MURTAGH DIRECTOR OF PERFORMANCE INFORMATION & CONTRACTING 15/06/2020 15:53 Estates have placed signage and marked desks appropriately. But a clean and clear desk exercise is still needed as desks for the future are taken.
Environment-adaptations (staff)	✓	✓	✗	✗	✗	✗	ASHLEY MURTAGH DIRECTOR OF PERFORMANCE INFORMATION & CONTRACTING 05/06/2020 11:11 A visual assessment which await the formal estates assessment. Signs have been put up stating that desks with a red dot stuck the desk should not be worked at. This helps with maintaining social distance when working.
Agile working (equipment)	✓	✓	✓	✓	✓	✓	ASHLEY MURTAGH DIRECTOR OF PERFORMANCE INFORMATION & CONTRACTING 04/06/2020 16:17 Awaiting Estate assessment of the working environment
Working differently	100%	100%	50%	100%	100%	100%	
Agile working implementations	✓	✓	✗	✓	✗	1	
Video consultations	✓	✓	✓	✓	✓	1	
Working impact	50%	50%	20%	20%	20%	1	
Recent Impact Assessment	✓	✓	✓	✓	✓	1	

- Detailed service level reports
- User comments
- Role-base permissions

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## Products

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- 100+ national returns submitted



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## Topics

### Outbreak

- Staff infections
- Stock
- Situational reports
- Staff risk assessments
- Staff redeployment

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## Products

- 15 web forms
- 25 dashboards
- 100 national returns



## Topics

### Outbreak

- Staff infections
- Stock
- Situational reports
- Staff risk assessments
- Staff redeployment

### Recovery

- Recovery assessments
- COVID-Secure
- Staff swabbing
- Research

# What did we achieve?

## Engagement

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- 50k hub views
- 9k automated emails

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- £200k Information Team time



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## Engagement

- 15k web form submissions (330k items of data)
- 50k hub views
- 9k automated emails

## Savings

- £200k Information Team time
- Thousands of hours across the organisation

04

How did we achieve this?

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The right technology

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## The right technology

- Scalable virtual infrastructure

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- Latest version software

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## The right technology

- Scalable virtual infrastructure
- Latest version software
- Code-light development tools

## The right people

- Senior executive support / sponsorship
- Multi-disciplined team



How did we achieve this?

## The right technology partners

- Responsive

The AWS logo, featuring the lowercase letters "aws" in a bold, black, sans-serif font, with a curved orange arrow underneath that points from the 'a' to the 's'.The Microsoft logo, consisting of four colored squares (red, green, blue, yellow) arranged in a 2x2 grid, followed by the word "Microsoft" in a black, sans-serif font.The NetApp logo, featuring a blue square icon with a white 'N' shape inside, followed by the word "NetApp" in a bold, black, sans-serif font with a registered trademark symbol.The NDL logo, featuring the letters "NDL" in a bold, purple, sans-serif font, with a curved purple swoosh underneath that starts under the 'N' and ends under the 'L'.The VMware logo, featuring the word "vmware" in a lowercase, grey, sans-serif font.The Mirth logo, featuring the word "mirth" in a lowercase, orange, sans-serif font, with a blue curved arrow underneath that points from the 'm' to the 'h'.

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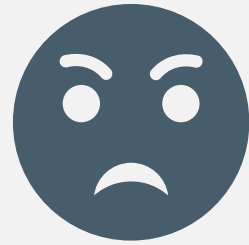
# How did we achieve this?

## The right technology partners

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- Industry leading
- Community focussed – let's share!

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And what about our customers?



And what about our customers?



And what about our customers?



