Information in a crisis

A NHS Community Trust (information team's) story

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01

What happens when we go ‘data crazy’ in a crisis?

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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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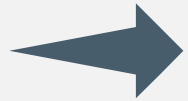

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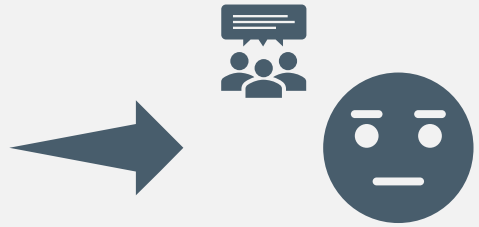

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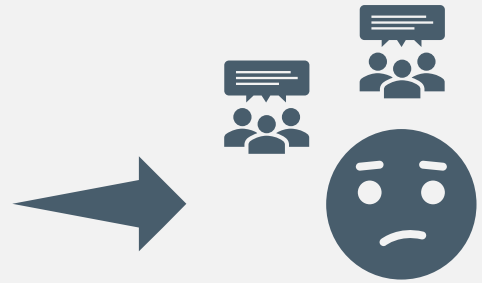

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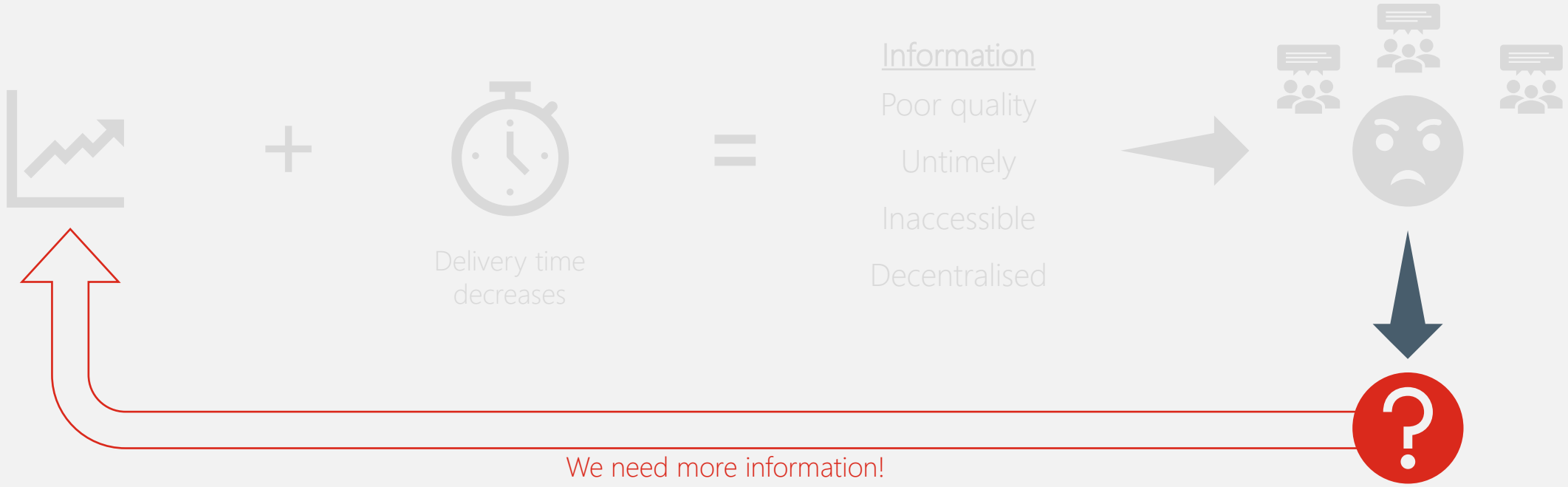

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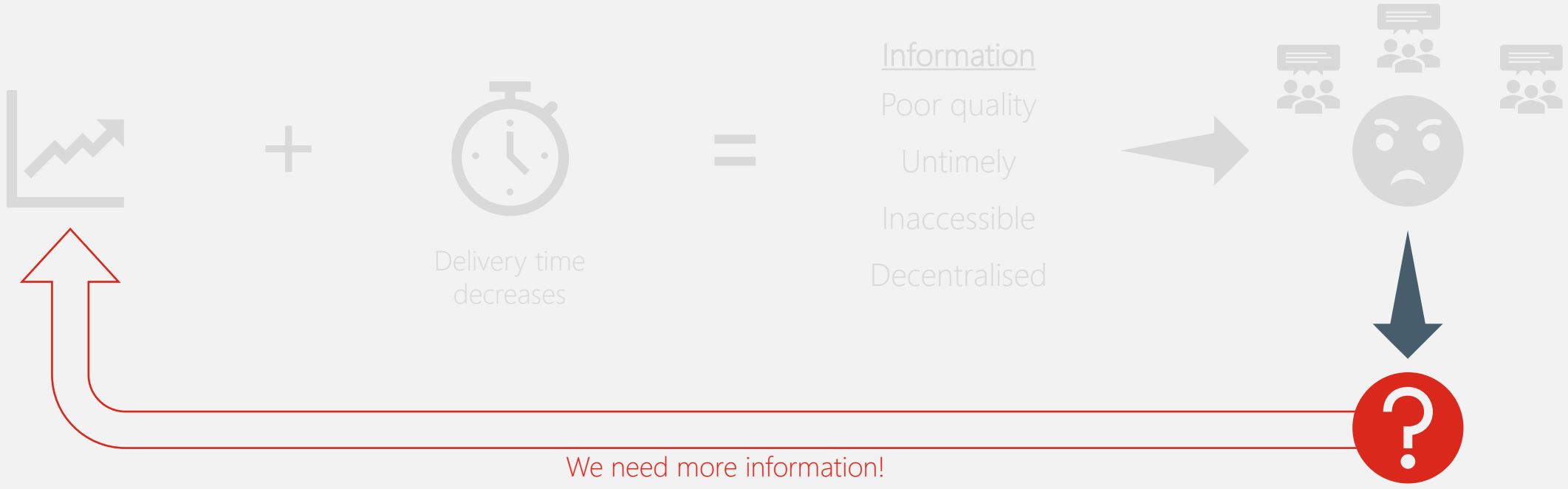

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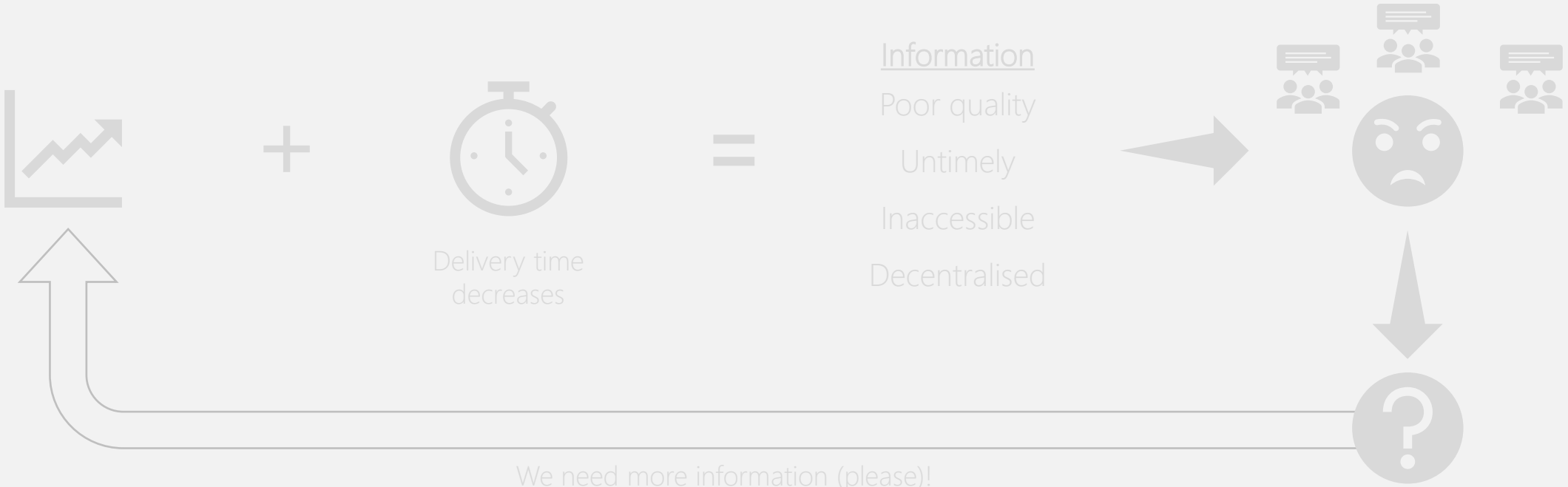
What happens when we go ‘data crazy’ in a crisis? We get progressively worse at producing good information!



02

What can we do differently this time?

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What did we do differently this time?

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We centralised:

- An single web hub of information

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

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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?

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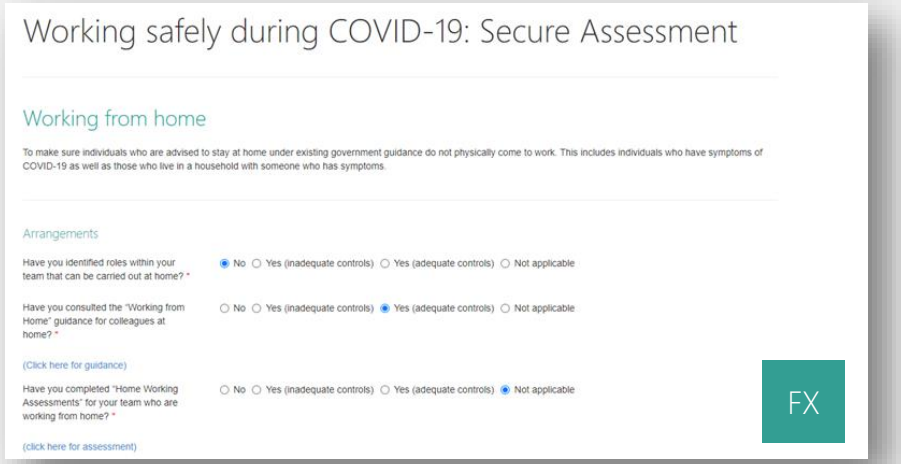
What did we achieve?

Products

- 15+ web forms



- Available to all users
- Across multiple device types

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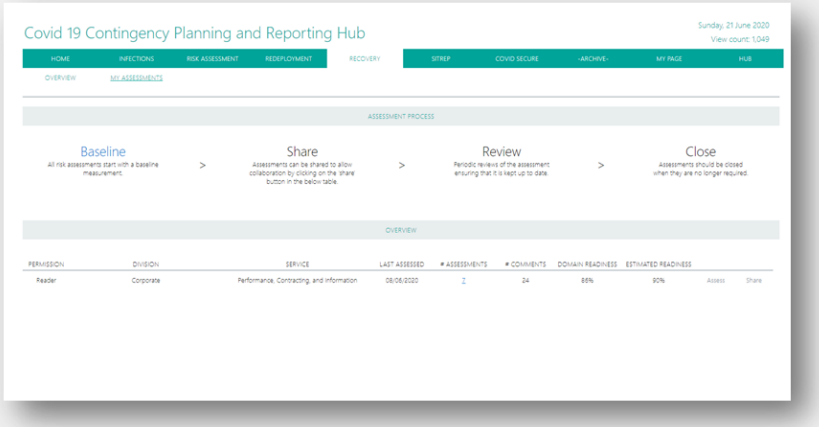


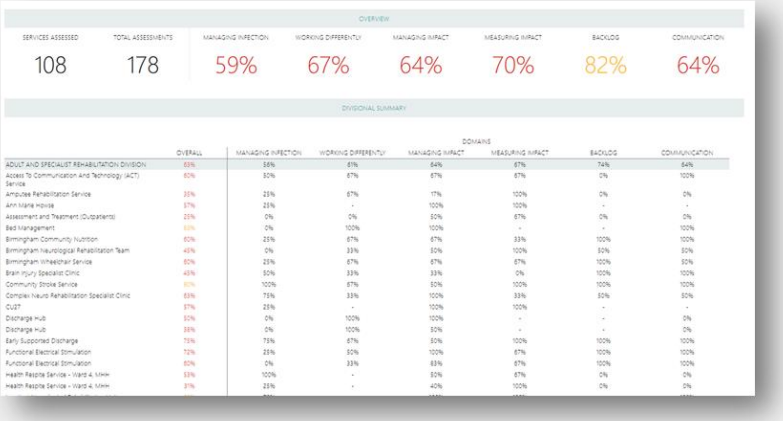
- 'My assessments'
- Workflow
- Reassessments (with full history)

03

What did we achieve?

Products

- 15 web forms
- 25 BI dashboards



OVERVIEW

SERVICES ASSESSED	TOTAL ASSESSMENTS	MANAGING INFECTION	WORKING DIFFERENTLY	MANAGING IMPACT	MEASURING IMPACT	BACKLOG	COMMUNICATION
108	178	59%	67%	64%	70%	82%	64%

DIVISIONAL SUMMARY

	DOMAINS						
	OVERALL	MANAGING INFECTION	WORKING DIFFERENTLY	MANAGING IMPACT	MEASURING IMPACT	BACKLOG	COMMUNICATION
ADULT AND SPECIALIST REHABILITATION DIVISION	65%	56%	61%	64%	67%	74%	64%
Access To Communication And Technology (ACT) Service	80%	50%	67%	67%	67%	0%	100%
Amputee Rehabilitation Service	38%	25%	67%	17%	100%	0%	0%
Ann Marie Howse	57%	25%	-	100%	100%	-	-
Assessment and Treatment (Outpatients)	25%	0%	0%	50%	67%	0%	0%
Bed Management	88%	0%	100%	100%	-	-	100%
Birmingham Community Nutrition	80%	25%	67%	67%	33%	100%	100%
Birmingham Neurological Rehabilitation Team	40%	0%	33%	50%	100%	50%	50%
Birmingham Wheelchair Service	80%	25%	67%	67%	67%	100%	50%
Brain Injury Specialist Clinic	43%	50%	33%	33%	0%	100%	100%
Community Stroke Service	86%	100%	67%	50%	100%	100%	100%
Complex Neuro Rehabilitation Specialist Clinic	63%	75%	33%	100%	33%	50%	50%
CUST	57%	25%	-	100%	100%	-	-
Discharge Hub	50%	0%	100%	100%	-	-	0%
Discharge Hub	38%	0%	100%	50%	-	-	0%
Early Supported Discharge	75%	75%	67%	50%	100%	100%	100%
Functional Electrical Stimulation	72%	25%	50%	100%	67%	100%	100%
Functional Electrical Stimulation	60%	0%	33%	83%	67%	100%	100%
Health Respite Service - Ward 4, MMH	53%	100%	-	50%	67%	0%	0%
Health Respite Service - Ward 4, MMH	31%	25%	-	40%	100%	0%	0%

- Trust / divisional / service level summaries

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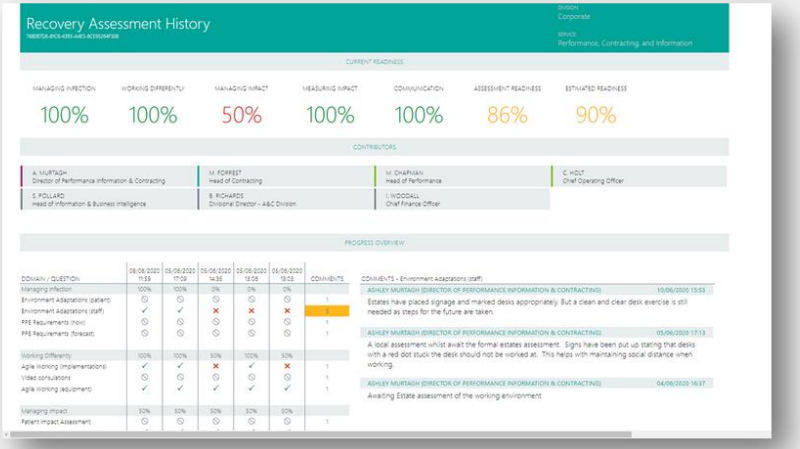

- Detailed service level reports
- User comments
- Role-base permissions

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What did we achieve?

Products

- 15 web forms
- 25 BI dashboards
- 100+ national returns submitted

NHS Digital

Public Health England

NHS England

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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

04

What did we achieve?

Engagement

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

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Savings

- £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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- Scalable virtual infrastructure

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- Latest version software

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The right people

- Senior executive support / sponsorship

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The right technology

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

The right people

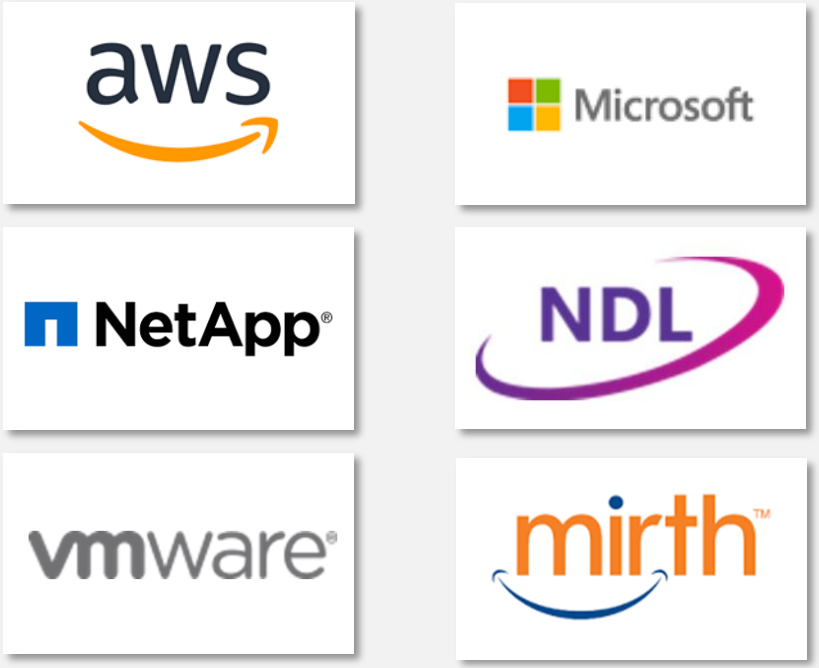
- Senior executive support / sponsorship
- Multi-disciplined team

06

How did we achieve this?

The right technology partners

- Responsive



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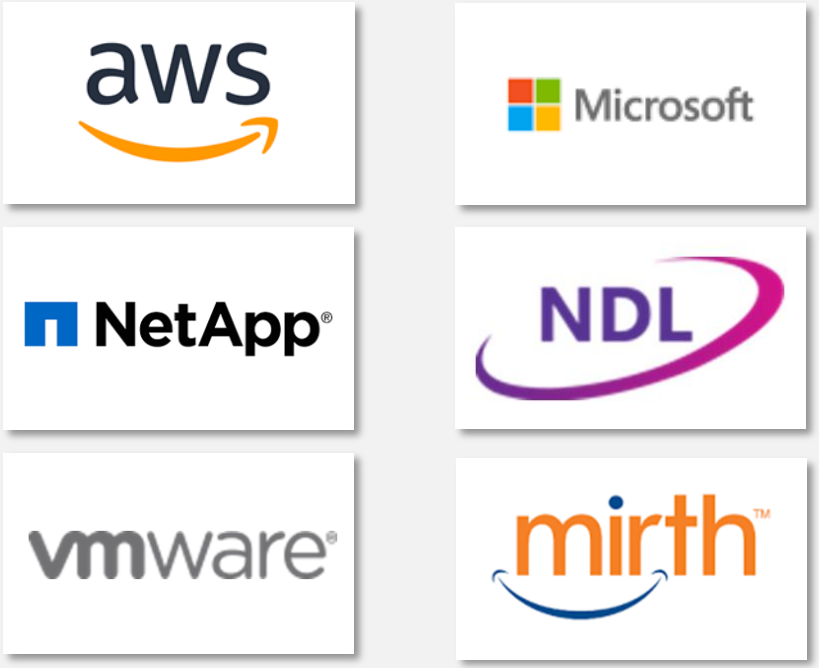
The right technology partners

- Responsive
- Industry leading



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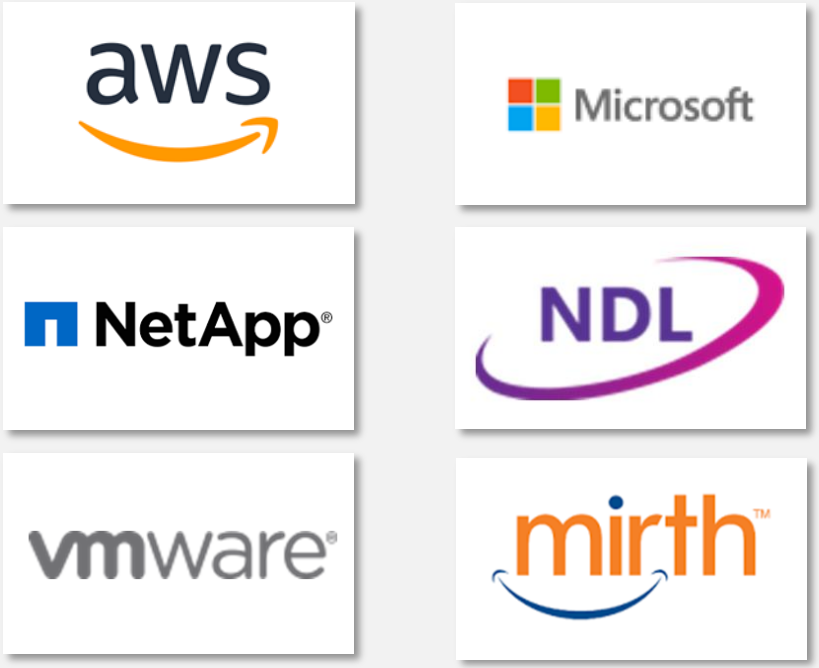
The right technology partners

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



07

And what about our customers?

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thank you,
stay safe.

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