

Overview

Excellence is cheap. Why? Poor quality care costs more money and leads to unwarranted variation in outcome for each individual patient, often resulting in re-admission. Quality of care, therefore, needs to be measured at the level of every single patient.

Patients cross a number of care boundaries, but no one is responsible for managing the end to end experience. Care staff working with colleagues in other parts of the local system each see their bit of the journey but not how their input supports the overall outcome for the patient. No one really understands the patient journey better than patients do, yet their voice is often ignored or lost.

Enabling patients, clinicians, carers and support staff to work together to ensure the right care is delivered in the right place, at the right time and in the right way; care designed to be effective AND efficient thus delivering true value for money, has to be the priority for all commissioners and service providers.

Only through developing partnerships to really deliver Quality, Innovation, Productivity and Prevention across key care pathways will the NHS be able to raise the bar on the standard of quality and safety whilst also rising to the challenge of making the £20 billion year on year savings required over the next 4 years.

To do this will mean building the capability and capacity in commissioning and provider organisations to collaborate, even in a competitive environment, to make excellent care the baseline outcome for everyone. The NHS needs to develop 'intelligent' commissioners and 'intelligent' providers who understand this collaboration is essential, and know that by focusing on systems, rather than just spread sheets or historical data, they can deliver it.

Aim

Developing 'intelligent' commissioners and 'intelligent' providers is a customisable development programme that enables significant service redesign through shared learning.

It helps the local NHS to

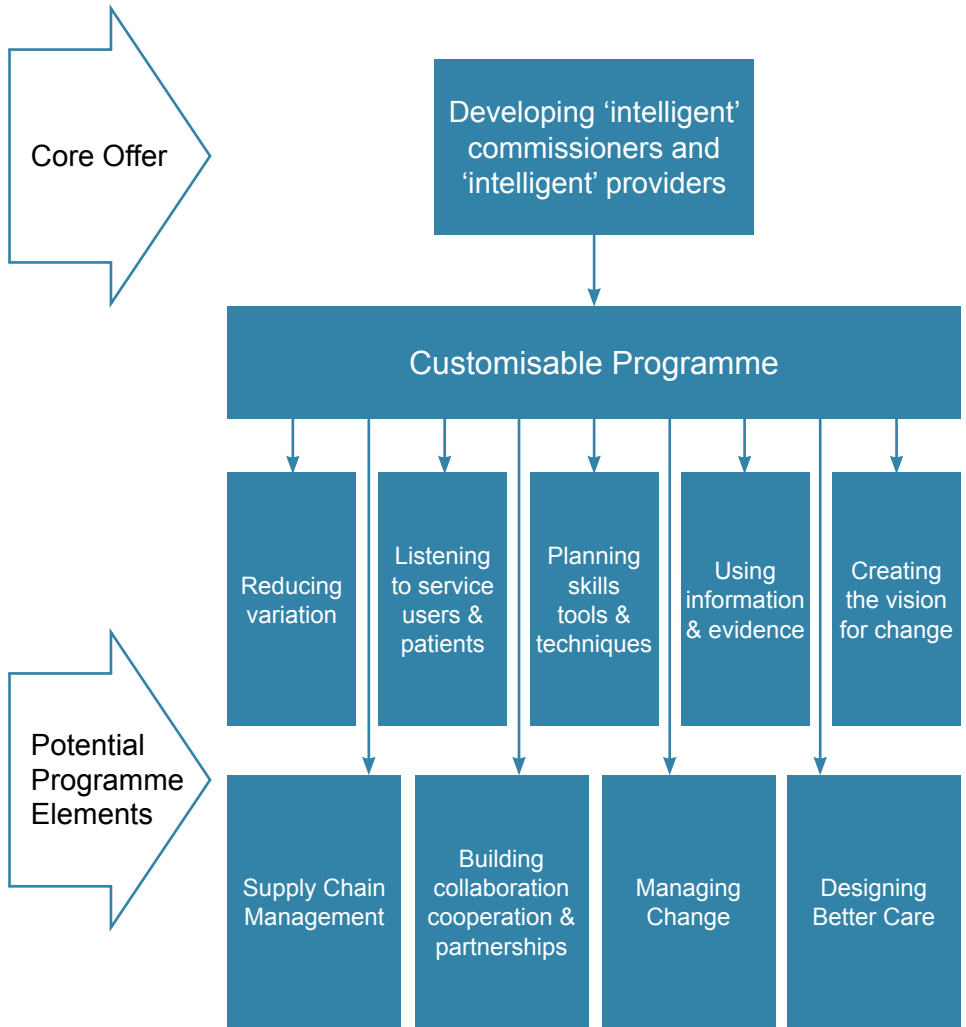
- Understand its patient population and its variation in health outcomes
- Understand health and social care as a local system
- Develop the necessary skills to manage the 'supply chains' of care
- Establish cooperative partnerships to succeed together; by focusing everyone on improving patient outcomes
- Listen to the voice of the patient as a partner in the care processes
- Create plans to make whole system service improvements delivering the right care, in the right place, at the right time, in the right way

Benefits

Developing intelligent commissioners and intelligent providers delivers:

- Service commissioning through active partnerships not through meetings alone
- Reduced unwarranted variations in outcomes
- Aligned across organisational goals focused on improving the care for patients and value for money

Designing for quality is essential and the only true way to reduce cost



Benefits

- Commission services through active partnerships not waste unnecessary time on meetings
- Reduce unwarranted variations in outcomes
- Aligned across organisational goals so that everyone focuses on true north – improving the care for patients and service users and delivering value for tax payer