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For immediate release



# Delivering Efficiency to the NHS Through Collaboration

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## Technology and Business Change firms join forces to offer solutions to address and deliver QIPP

Cloud 2 and CMA Associates – each reputable within their own field – have joined forces to meet the challenges of the NHS and offer an end-to-end solution and approach to help NHS organisations meet their need for improved quality, productivity and efficiency whilst facing a squeeze on finances.

The NHS technology expertise of **Cloud2** and the delivery focussed business change management skills of **CMA Associates** enable focussed and smooth delivery of services that will maximise the return on investment for NHS organisations.

The key driver behind the joint venture is to ensure that technology delivers real business benefit to NHS organisations. Together the two companies are able to combine technology and software solutions with hands-on support and expert change management that will enable NHS organisations to embed and embrace process change, monitor and track its benefits, maximise on investment and demonstrate its contribution to strategic objectives.

Simon Hudson, Director of Cloud2, says: “Through our partnership we bring the best in technology and business change to deliver a complete solution to the NHS. Both companies work purely with the NHS which means we understand our customers’ problems, issues and context. We can analyse, architect and build the technology solutions and CMA ensures full support on roll out, adoption and change management - it’s a complete package delivered by a two highly motivated and focussed teams.”

Mark Limber, Director of CMA Associates added: “It’s not enough to simply install software or technology solutions for improvement; we want to make sure that all staff, systems and processes embrace the changes that the technology catalyses and work towards tangible benefits and improvements; ones that can defined, monitored and improved as the organisation evolves. This approach to process change management ensures sustainable improvement and success which is central to all the projects we work on.”

CMA & Cloud2 work with Acute & Foundation Trusts, PCTs, SHAs, DH and Government bodies on a number of technology driven projects designed for both commissioners and providers. Some examples include:

## **Kinesis**

**Kinesis** is a Cloud2 engineered software solution designed to move the clinical conversation and reduce GP to Consultants referrals, representing massive financial savings to the NHS. Outpatient referrals rose by around 13% in 2008/09 costing the NHS millions every year. Many referrals could be avoided if the GP had ready access to expert clinical advice.

**Kinesis** is a live, web-based, state of the art referral management system that allows GPs to identify a suitable consultant, see whether they are online and available for an immediate clinical discussion or schedule this at a later time. This is supported by an embedded instant messaging client, email launcher and the ability to start up a voice call using a conference calling system or existing telephone. The entire system is secure, using NHS standards compliant SSL.

The success of a project like this lies not only in the sophisticated and well engineered technology, but also in the way it is rolled out within the NHS organisations to ensure user adoption and effective use. There is a need for a change in processes and the ability to demonstrate that this change in referral practice is delivering real financial and clinical benefits. Strong change management, robust benefits management and engagement of key clinicians and stakeholders is being driven by CMA Associates who have an excellent record of managing successful process change programmes across the NHS.

## **RealTime**

Whatever their size, specialities and number of beds, successful hospitals need to minimise patient length of stay (LOS), to increase the number of patients they are able to treat effectively, to enhance patient outcomes, avoid adverse events due to extended stays and to improve productivity across specialities.

Trusts that make improvements in this area achieve multi-million pound savings as well as efficiency gains, deliver a better patient experience and demonstrate substantial improvements on meeting infection control targets. The CMA / Cloud2 approach recognises the complexity of the challenges to reduce LOS and addresses it using a combination of strong change management supported by **RealTime** software to provide decision support for strategic planning, patient flow and discharge management.

**RealTime** is a clinical process improvement methodology and state of the art software application designed to give hospital staff the tools to reduce a patient's average length of stay and improve patient flow while safeguarding and improving clinical services.

**RealTime** is currently being adopted by Scarborough and North East Yorkshire Healthcare NHS Trust. The trust anticipates £1.2m - £1.5m saving per annum arising from implementation of the RealTime application in its 300 bed hospital across two sites, achieving a 2.5 times ROI in year 1 and greater in subsequent years.

The **RealTime** clinical process methodology has consistently reduced average LOS by 10-30% by engaging clinicians in on-going improvements. **RealTime** is a browser based server application (developed by RealTime Healthcare) with a user friendly drag and drop interface. It provides staff with configurable, graphical views of bed occupancy across the Trust. **RealTime** shows a live view of

where the patient is, their current status and what to do to enable a timely discharge. It offers integration with PAS and other systems for exchange of data to ensure all systems are in sync.

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Notes to Editors:

### **CMA Associates**

CMA Associates offer a suite of products and services designed to deliver quality and efficiency improvements for the NHS. CMA consultants have the expertise and knowledge to help you implement radical and transformational change using methodologies for:

- Collaborative Working
- Intelligence and Knowledge Management
- Outcomes Framework
- Process Redesign
- Transformation
- Benefits Management
- Strategy Development and Alignment
- Business Case Production

For further details, please contact:

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### **Cloud 2**

Cloud2 provides high quality Microsoft SharePoint for the NHS and is regarded as the NHS leading partner. The team is highly experienced in the sector and are committed to guiding clients towards delivery of high quality, high value SharePoint 2007 and 2010 solutions and those using associated technologies such as Performance Point. They believe in being frank, honest, flexible and supportive.

- SharePoint Solutions, including their NHS Intranet Solution Accelerator
- Collaborative working
- Knowledge Management
- Business Intelligence and Analysis
- Content migration
- VTE Risk Assessment
- Document & Record Management
- Discharge Summary
- eForms
- Bespoke Applications

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