

Healthcare Performance Improvement Programme

H-PIP

The Healthcare Performance Improvement Programme (H-PIP)

Cutting costs is relatively easy. Cutting costs while maintaining and ideally improving healthcare standards is far more challenging.

Typically, Trusts have developed approaches to deliver cost improvements, but what do they do when the cost reduction target increases sharply and continues to increase? The problem facing many Executive and Finance Teams is not just how can they achieve this, but how can they repeat the exercise next year and the year after?

A different and more effective approach is required that can identify new performance improvement opportunities to reduce costs.

Experience tells us that cost reduction opportunities of between 10% and 15% can be identified, but the key to this is the methodology used to identify these cost saving opportunities.

Our solution is supported by a proven methodology and we call it the Healthcare Performance Improvement Programme or **H-PIP**.

"Having conducted a thorough competitive tendering process, we selected Bellis-Jones Hill as it offered the most appropriate technical solution to our needs and good value for money. We also took great confidence in the extensive Patient Level Costing and Service Line Reporting implementation support experience of Bellis-Jones Hill staff who have since demonstrated a deep understanding of our patient care pathways and great ability to work with our data and our people..."

Paul Biddle, Director of Finance, Royal Surrey County Hospital NHS Trust



How does H-PIP work?

H-PIP delivers a rapid review of current performance information and identifies improvement opportunities that are aligned with Trust strategy.

The opportunities for performance improvement are different in each Trust, so we work alongside Trust personnel to produce a tailored approach to performance improvement, based on the improvement opportunities identified within that particular Trust.

PHASE 1

Feasibility Study & Route Map

H-PIP starts with a rapid 5 day Feasibility Study and Route Map to establish a baseline, identify improvement opportunities and develop a work programme.

The programme might be strategic, looking at the clinical and financial performance of the Trust's whole portfolio of healthcare services to identify potential major changes. It may also be more specific, looking at the financial performance of an existing service to identify and quantify improvement opportunities. We jointly determine the scope at the outset.

PHASE 2

Initiate & Manage Performance Improvement Programme

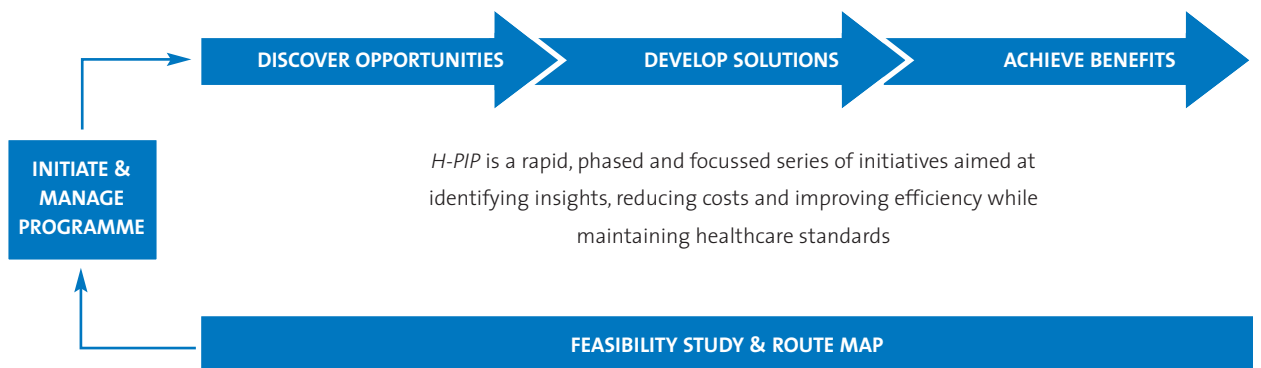
Managing change effectively is complex, so we undertake all the necessary programme management tasks upfront to give the best chance of success.

We ensure:

- a project board is established
- the project is properly documented
- roles and responsibilities are clear;
- relevant staff are assigned, briefed and trained
- all necessary communications are planned and made on a regular basis



<p>PHASE 3</p>	<p>Opportunity Search</p>	<p>Opportunity or insight search typically covers Specialties, Clinical Services and Corporate/Support Services. It involves deep dives to discover outliers in performance and takes a Pareto approach that focuses on say the top 10 procedures or diagnoses, the top cost drivers, major surpluses and deficits and their characteristics. It normally pulls in data from numerous sources but particularly Service Line Reporting/Patient-level Costing data, Clinical Governance Data and local system scorecards and reports.</p>
<p>PHASE 4</p>	<p>Solution Development</p>	<p>It's essential to really understand the causes of performance outliers and deficits. We use the most suitable approach to determine causes and their impact e.g. Root Cause Analysis and Pathway Mapping. Some problems are local and can be resolved in that area. Hospitals though are very complex and involve highly inter-related services. We therefore use improvement workshops to help understand and develop solutions with you. Proposals are presented together with their business cases.</p>
<p>PHASE 5</p>	<p>Achieve and Manage Benefits (embedding and engagement)</p>	<p>Change involves people and so we make sure we engage them in proposed solutions. All implementation plans are developed, agreed and actioned with all relevant parties. Monitoring of implemented changes is also needed to demonstrate that real ROI benefits and real clinical outcome improvements have been achieved. We deploy Scorecards and other monitoring aids to ensure that the benefits are real and sustained.</p>



Why Bellis-Jones Hill?

Bellis-Jones Hill delivers rapid results

The Bellis-Jones Hill Group is a leading authority in Performance Management solutions in both the private and public sector. We work with our clients to develop the insights required to produce a well informed basis for improving performance and crucially, the methods and systems by which to effect the transformation required.

Our specialist knowledge and expertise in developing costing and performance management systems over the past 25 years has helped a growing number of Trusts implement Service Line Reporting, Service Line Management, Reference Costing and Patient Level Costing with confidence. We have the knowledge and experience to help you face the challenges associated with your cost improvement objectives.

Bellis-Jones Hill works with you to achieve success

Drawing on our experience in over 30 Trusts, we can deliver a powerful Performance Improvement Road Map: assessing and building on your Trust's information to identify areas of potential performance improvement and cost efficiencies.

H-PIP provides a tailored and focused approach to improving your performance. We analyse current practices, making the most of existing information, building-up new enhanced methodologies and enabling improved analyses where needed. To embed these improvements we also deliver Trust Scorecards, where we provide expertise in validating and constructing balanced, fit for purpose management cockpits that enable the management of complex business priorities. Through our approach we equip you to take the performance improvement actions required.

H-PIP benefits

Rapid results

Bellis-Jones Hill *H-PIP* projects are designed to achieve early successes: generating credibility and creating momentum within the Trust. Our approach is highly focused and is designed to take only a short time – typically delivering some initial tangible benefits within three to four months.

Tried, tested and affordable solutions

With 25 years experience in performance improvement solutions, Bellis-Jones Hill brings with it an unrivalled track record. Our solutions are practical, cost-effective and can provide tangible returns on investment.

Transfer skills and build expertise in your teams

Bellis-Jones Hill staff work closely with Trust personnel in the identification and delivery of cost reduction and performance improvement. Our philosophy is to equip your staff to be in a position to design, manage and implement performance improvements themselves.

Find out more

To find out more about *H-PIP* please contact Sharon Clark on **020 7323 5033** or email **sharon.clark@bellisjoneshill.com**



T +44(0)207 323 5033
F +44 (0)8700 516901
E info@bellisjoneshill.com
Bellis-Jones Hill
25 Watling Street
London EC4M 9BR
www.bellisjoneshill.com