



# NHS Solutions

*Our solutions fuel transformation by enabling you to increase value and improve patient outcomes.*

# Introduction

Thank you for taking the time to review this brochure. We have produced it to provide you with a high level overview of key solutions that will help you **drive efficiencies, reduce cost and clinical variation and improve patient outcomes** for your organisation.

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Our primary goal is to provide you with actionable insight designed to support value-based decision-making to enable positive change. We recognise that every NHS organisation in the country has the very tough task of reducing cost and achieving efficiency targets whilst improving patient care.



Our dedicated and experienced team will work with you to integrate analytics, accurate financial and patient activity reporting supported by strategic consulting. This powerful combination is designed to provide you with actionable insight designed to support value-based decision-making. This approach speeds up your decision-making process and provides a common language for clinicians and managers to improve the healthcare outcomes of your patients.

**The NHS Solutions team of IQVIA**

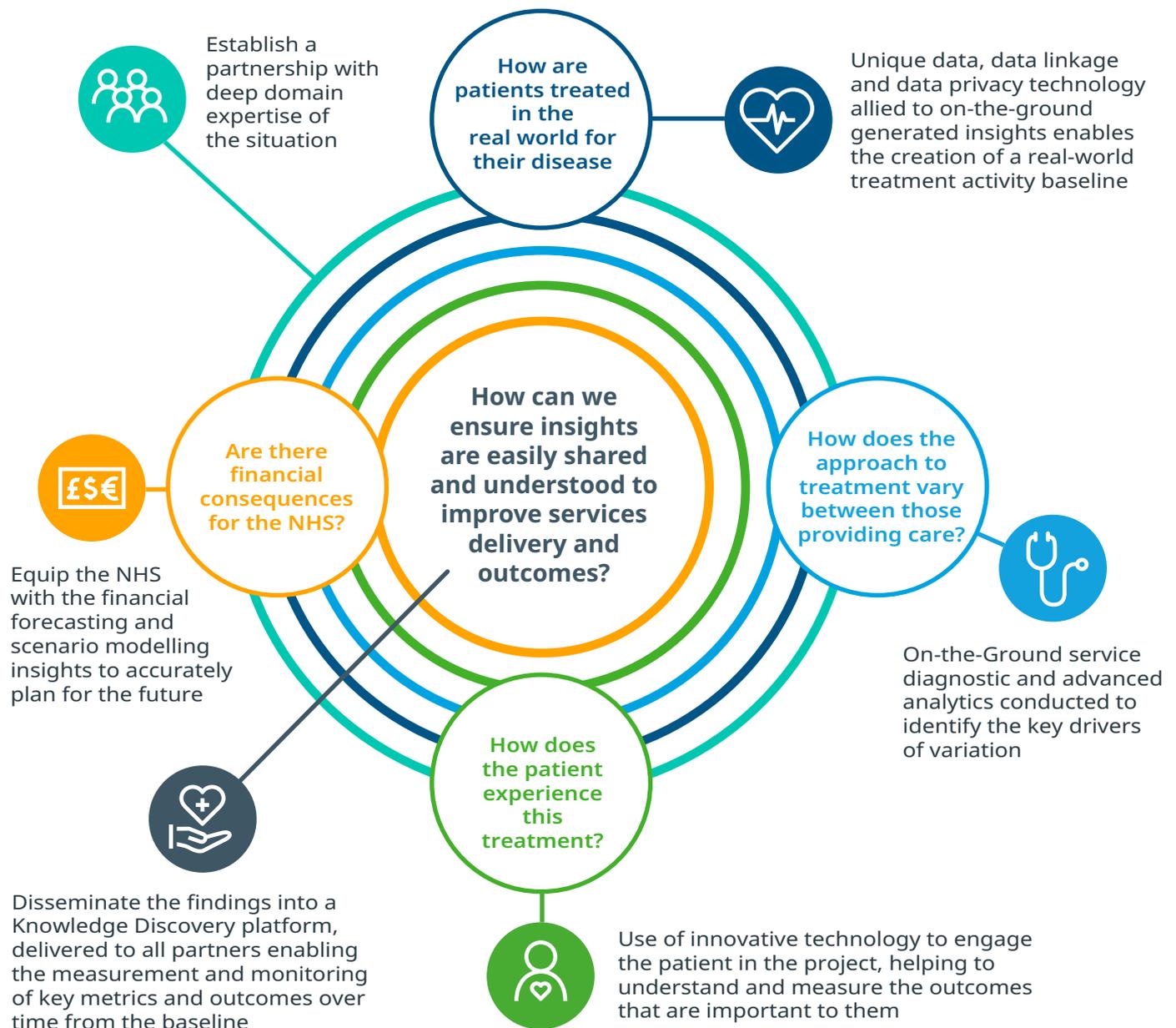
# Health system partnerships

The Life Sciences industry and the NHS share a common goal, and that is to improve patient outcomes at better value together.

In today's challenging environment, innovative ways of collaboration are required across the health system so that an enriched understanding, informed through evidence and insights, can enable truly patient centric models of care to be designed and operated and the process of achieving these be catalysed.

IQVIA is the only organisation with the required reach, experience and understanding of both the NHS and Life Sciences Industry necessary to both broker and successfully execute these projects and programmes at scale.

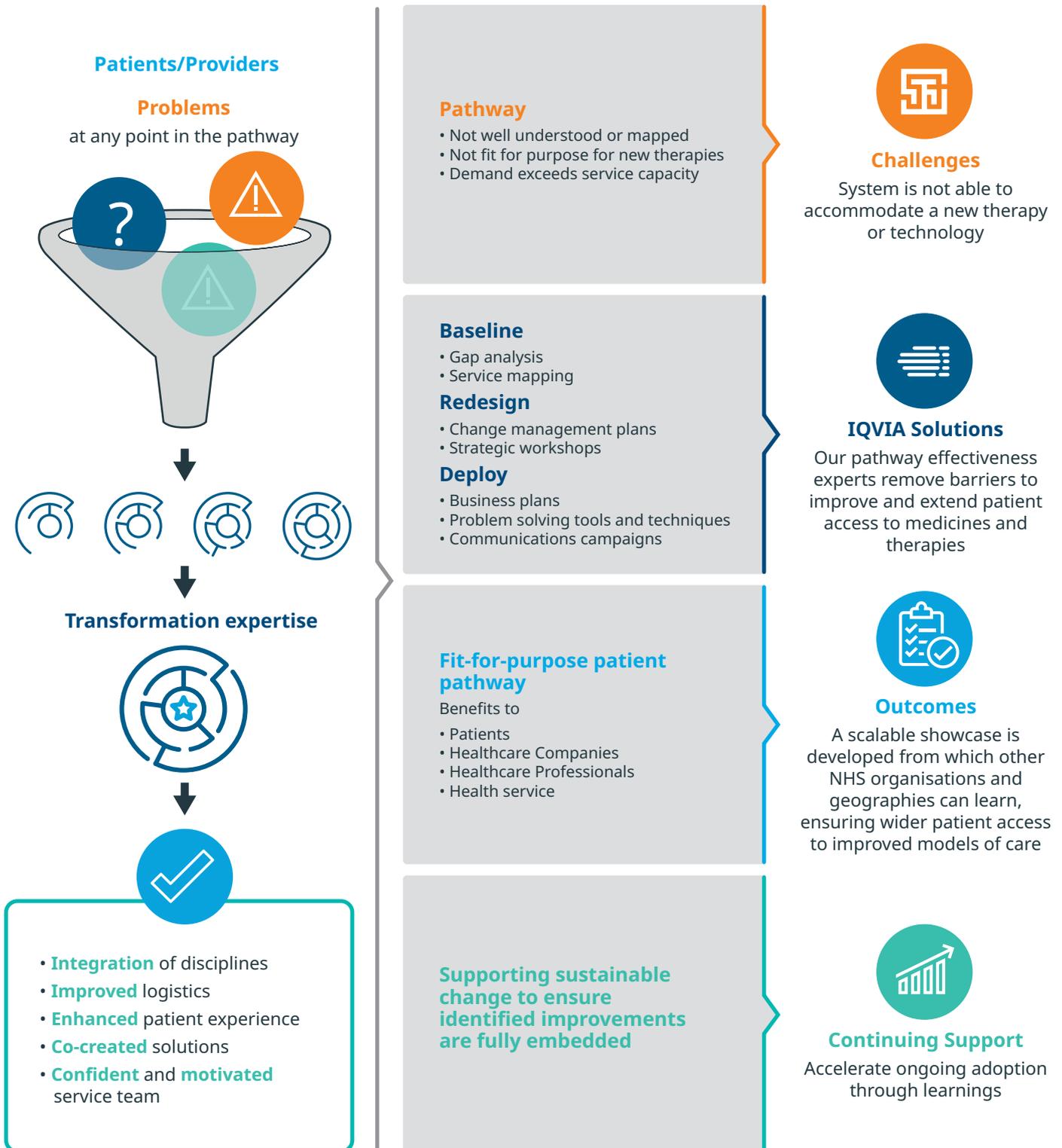
## The Core of IQVIA's approach to these innovative partnership engagements



# IQVIA Patient Pathway Transformation

IQVIA's team of highly experienced transformation experts, many of whom have direct NHS clinical and operational leadership experience, will work with your teams to identify and understand the root causes of why processes and pathways aren't working as well as they could.

Our team will then act as the "guide-by-your-side" to solve these problems and implement sustainable solutions using an approach that delivers measurable impact for patient and service outcomes, often gaining award winning recognition for the NHS teams we work with.



# Cost and income

With a track record of assisting the largest number of NHS organisations in submissions to NHS E&I, IQVIA is further extending PLICS to report on patient outcomes such as planned discharge and red & green days.

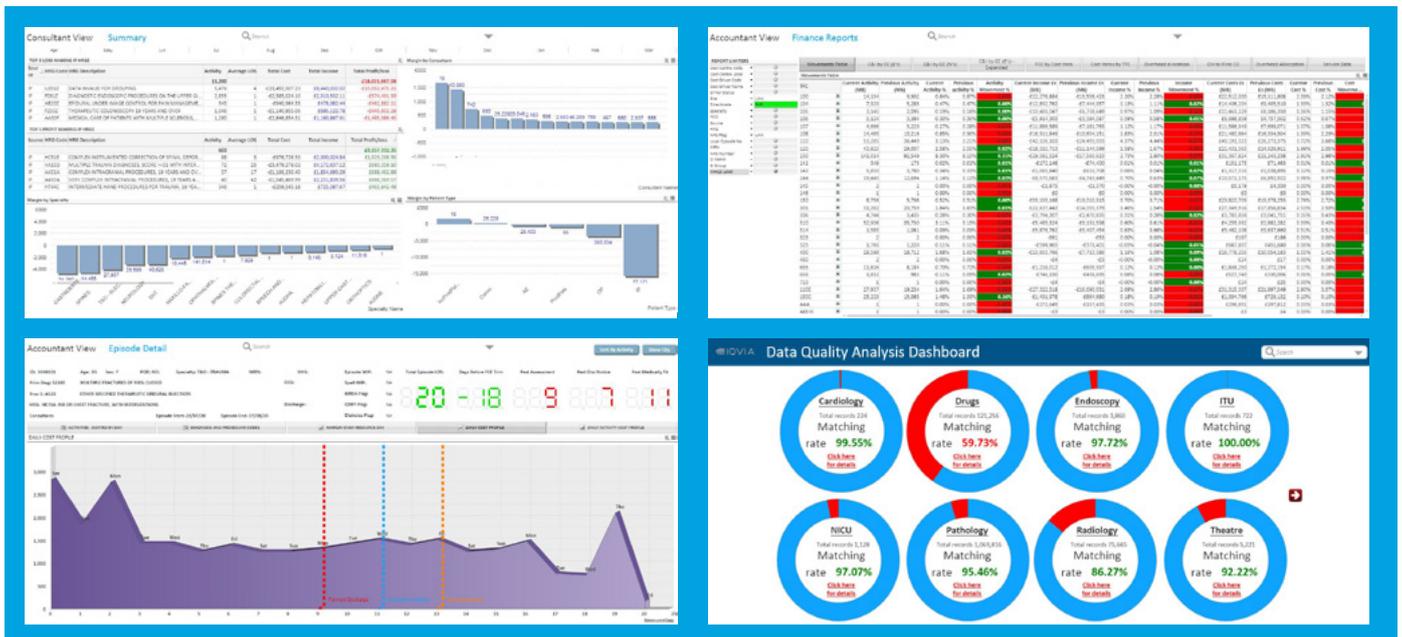
## Patient Level Information Costing (PLICS)

Our highly experienced team and market leading solutions allow us to deliver actionable results for your organisation suitable for Acute, Mental Health, Community and Ambulance settings and within Accountable/Integrated Care Systems. End users are able to actively engage with clinicians, helping to drive changes to healthcare delivery and identify real efficiencies. Join over 70 NHS organisations using the IQVIA PLICS solution.

*"We're very pleased to have selected IQVIA to provide our new PLICS. We wanted to work with a company that has a proven track record for supporting their clients in making successful submissions to NHS E&I. Importantly, this fits with our STP strategy to have a common tool with an eye on efficiencies."*

*Emma Frost, Head of SLR and Costing, King's College Hospital NHS Foundation Trust*

We provide dashboards for finance, managerial and clinical staff



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*"We definitely feel we made the right decision... no wonder IQVIA are the market leaders as they are so forward looking and seem passionate about NHS Costing. There is also a great user group consisting of some very knowledgeable costing practitioners from leading NHS Trusts."*

— *Samantha Russell, Finance Manager, University Hospital Southampton NHS Foundation Trust*

**WE TRANSFORM YOUR DATA INTO  
ACTIONABLE INTELLIGENCE TO SUPPORT  
YOUR CIP AND STP INITIATIVES**

**IQVIA is a leading authority in costing,  
benchmarking and analytics in the NHS.**

- Our priority is to turn your data into actionable insight that can help transform your business by identifying inefficiencies and enabling best practice
- We guarantee to identify at least £150,000 of clinical variation or your money back!
- Our team has 250 years combined of NHS experience
- We work with over 70 PLICS customers supporting their Reference Cost and NCC submissions
- The combination of our clinically focused solutions ensures that our customers are delivered the best of breed
- A long standing reputation for close personal relationships with customers and unparalleled personal support
- A combination of the most experienced and highest quality costing experts in the market
- Clinically, financially and operationally focussed solutions
- We guarantee to comply with NHS E&I submission requirements
- We offer the most advanced end user PLICS reporting on the market supporting your clinicians, operational management and finance
- Flexible deployment - offering both on premise and managed service options to suit individual requirements

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*"As one of the largest acute teaching hospitals with a turnover of around £950m and a growing emphasis on the use and reporting of PLICS data, the Trust wanted to ensure that we had a robust, reliable and efficient costing system to enable us to deliver on both our internal reporting requirements and the NCC submission. The choice of IQVIA's PLICS solution has so far proven to be fully justified, with a successful submission of the NCC return (helped by excellent support from the IQVIA team) and all signs pointing towards a successful implementation of our monthly PLICS model. We now look forward to making use of the actionable insights provided by the solution to inform transformation within the Trust."*

*Steven Lee, Head of Finance – Costing, University Hospitals of Leicester NHS Trust*

# Integrated Service Line Reporting (iSLR)

## Monitoring the financial efficiency of clinical decisions

For NHS Trusts to meet the demands of high-level care provision and efficient use of resource and funding, it is crucial that clinicians gain visibility of the financial implications of their clinical decisions.

North Middlesex Hospital Trust discovered that using iSLR in a fully integrated and completely transparent approach delivered measurable improvement in organisational engagement. In order to gain cost efficiencies from a more holistic use of SLR, the finance team needed to produce profit and loss reports in a timely and manageable manner using data that clinicians and business managers understood. They also

needed to make sure that one single version of financial reports combining monthly budgetary statements and Service Line Analysis were implemented in the organisation to avoid any ambiguity.

The Trust approached IQVIA to help them reduce the burden and engage with clinicians by using internal trading methodology that would be quick and easy to use. They needed to separate volume/case mix issues from efficiency issues to clarify why a particular service is more or less profitable than another. The iSLR system integrated with their existing BI and PLICS platforms to provide actionable insights in a timely manner. This allowed clinicians and managers to access the data relevant to their own budgets, and to see where more efficient use of services could be made across departments. Identifying champions among the clinicians facilitated a successful roll out and guaranteed support from colleagues.

### How North Middlesex Hospital Trust uses iSLR to identify efficiencies and save money

 Resource	 Process time	 Deliverable	 Frequency
<b>1st generation full cost absorption PLICS based SLR</b>			
2- 3 WTEs	Minimum 4 weeks	<b>Data:</b> 8 + weeks old and hard for clinical and operational leads to fully interpret and understand	Quarterly
<b>2nd generation iSLR</b>			
1 WTE	24-48 hours	<b>Insights:</b> Previous months data available 24-48 hours after month end close down and produced in a format that clinical and operational leads fully understand	Monthly

*“iSLR supports managers and clinical leaders to drive evidence based changes on the frontline. It shows the income and costs of the service and the ability to drill down into details of activity by individuals. It enables frontline staff to have budgetary ownership so they can identify potential efficiencies and save money for the Trust.”*

*David Paris, Deputy Director of Finance (Financial Planning) North Middlesex University Hospital NHS Trust*

# Clinical Coding Analytics

**IQVIA provides you with rapid ROI by ensuring better data quality and identifying complex patients to help create a more Integrated Care Model and ensuring the correct income.**

We present our findings in advance (for free), within days of your initial request so you can assess the value before engaging our services.

## ENGAGE

Confidence your data properly describes care provided and correct income for work done

- An analysis of income and performance including, emergency readmissions, tariff issues, mortality and SHMI factors influenced by clinical coding.
- Quickly and easily identify areas of improvement.
- The information can be used to strategize development in the trust relating to data quality, income and performance.

## CLINICAL CODE REVIEW

- Detailed coding analysis of areas for potential improvement.
- Analysis outlining the potential changes to improve performance, income, costing and data quality – verified by our in-house clinical coding team.
- User-friendly for clinical coders to help them improve data quality.

## CLINICAL CODING AUDIT

- Data Security and Protection Toolkit/Information Governance Clinical Coding Audit. Essential mandatory audit to ensure your organization are adhering to national clinical coding standards.
- Bespoke Benchmarking Audit. This is unique to IQVIA and utilizes our access to rich national data sources combined with benchmarking analytics. This highlights where your organization is an outlier and delivers bespoke clinical coding audit and HRG analysis to support improvements.

## CLINICAL CODING

- Highly experienced clinical coders to support your coding requirements either onsite or remotely.

## CLINICAL CODING TRAINING

### • National Clinical Coding Refresher training

All approved clinical coders require a training refresher every 3 years.

### • Coding Audit training

Based upon the recommendations of the clinical coding audit (DSPT or bespoke) IQVIA offer training from an experienced approved clinical coding trainer in line with current national clinical coding standard.

The training sessions can be done in person or remotely.

## IMPACT

Identification of those patients that consume the largest proportion of resources

- Help Trusts prepare for the development of integrated care delivery.
- Identification of patient deteriorating in hospital – becoming more complex and needing treatment from a multi-disciplinary team.
- The predictive element identifies many of the next set of patients who fall into the category of complex patients within the Trust.

## IQVIA VISION

- Supporting your ICS/STP with streamlined analytics for population health management.
- Identify high intensity and rising risk patients.
- Streamline service provisions and pathway enhancements.
- New initiatives to support optimal patient outcomes.

# Benchmarking

Comparing your financial and operational activity performance with peers across the country to identify and share clinical and financial best practice with other likeminded NHS organisations.

You can also use the data to identify patient cohorts suitable for Clinical Trials to benefit your patients with the latest care and benefit the trust with additional funds. We easily identify 10x ROI in initial 12 months.

## Healthcare Optimisation Benchmarking (HOB)

Our benchmarking capabilities span Acute and Mental Health providers and you can also benchmark your drugs utilisation to compare clinical prescribing behaviour and again identify and share best practice.

Results speak volumes so we have included two powerful examples of how Trusts have used the Benchmarking solution to win national awards in the category - Use of HOB to increase efficiency and reduce cost.

### 1. Maidstone and Tunbridge Wells NHS Trust



Following their Carter report, Trust board requested a deep dive in to 10 specialties identified. Ophthalmology chosen first and HOB data used as the main data asset. Major actioned results include:

- Changed Consultant job plans to ensure 8:30 start to **increase throughput**
- Reviewed Ophthalmology space utilisation **reducing overheads by more than 10%**
- Changed clinics/sessions that junior doctors support and moved from only **having 1 junior in each clinic to more than one to increase productivity**
- Reviewed OP usage at low volume sites and transferred activity to **minimise fixed costs**
- Reduced number of Saturday waiting lists for cataracts to reduce working list initiative payments while still delivering contract levels in the working week

### 2. Plymouth Hospital NHS Trust



- Production of Service Line Viability (SLV) packs using various data assets including reference costs, **HOB data and quality and outcomes data**
- Costing team engaged with **Key Stakeholders** at viability meetings – Clinical leads, Business Advisor, Ops Director and operational managers
- Following a **successful pilot across one service line the SLV packs were rolled out** to the 10 most financially challenged areas

**Results very well received at the Trust and Lord Carter team also very interested:**

- Identified improvements with Fast Track Tonsillectomy Lists: result led to **increased day case percentages** (100% for one surgeon) and significant increase in theatre throughput. Contribution to overheads increased from 5.3% to 45.1%
- Identified Trust was more costly than peers with Fast Track Cataract Lists: result led to **increased throughput and numbers per list** and in doing so increased contribution from 14.9% to 36% where numbers per list increased from 6 to 10

A highly cost-effective healthcare benchmarking tool available, and the only one to use costing data to provide a unique and unparalleled overview of financial and qualitative performance of your organisation.

# Benchmarking Modules

	
<b>Module</b>  <b>Executive</b>	<b>Purpose</b>  360 degree view of your Hospital contains 80 indicators to benchmark your Hospital against peers/national at both activity and consultant level. Utilises a mix of local and HES data to provide a wide picture across the acute sector
<b>Theatres</b>	Focuses on measuring how efficient your Theatres are when compared against peers and national. Provides 7 perspectives of Theatres data at a detailed level showing where time is lost and under-utilised supporting productivity improvements
<b>Costing</b>	Looks at Hospital activity costs at an Inpatient and Outpatient level. Enables users to benchmark cost against peers/national at an activity and consultant level using our Customer defined benchmarking costing methodology
<b>Casemix</b>	Uses the latest full financial year of HES data to identify the best peer group that should be used for analysis in Inpatient HOB modules and to classify patient care based on clinical resource. Shows 3 views of the data including complexity, coding and profiling
<b>Medicines</b>	Enables Hospitals to benchmark medicine utilisation and medicine cost against peers/national. Allows Trusts to identify medicine usage at a treatment levels and benchmark clinical variation between Hospitals
<b>Market Analysis</b>	Looks at your Hospitals STP area and shows your market share in terms of activity numbers and tariff income. It is at an inpatient level and forecasts patient admissions for the next 2 years by speciality and point of delivery
<b>Wards</b>	Allows Hospitals to benchmark ward utilisation and in particular length of stay as well as patient movement between wards
<b>Drivers of Variance</b>	Statistical analysis tool kit to identify drivers of variance for key indicators e.g. length of stay, cost for host v peer Trusts driven by HRG, Speciality and/or POD

# Performance analytics

We analyse your operational, financial, quality and strategic data assets to identify opportunities for service transformation.

In addition to delivering deep dive analytics, our team of experts engages with your Clinical and Operational teams to uncover unwarranted variation and overspend and share with you what needs to be achieved to realise efficiencies and improvements. Furthermore we deliver powerful predictive analytics to help you avoid future chances of overspend. We are so confident in our capabilities that we guarantee that savings will be achieved. We can also provide you our well known data warehousing capabilities as well as NLP and other advanced analytics.

## Patient Analytics Bureau (PAB)

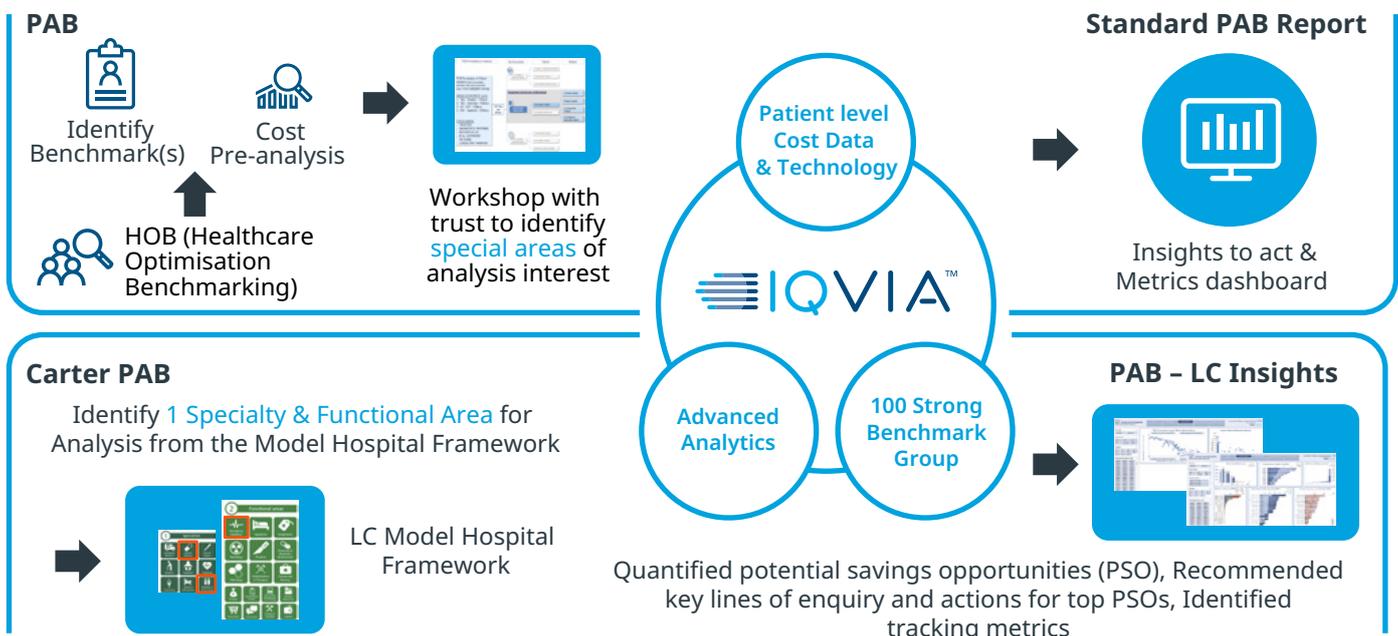
Identify cost saving and efficiency improvement opportunities from actionable insights specific to your organisations, based on national standards for service transformation.

The burden of making substantial cost savings and improving efficiencies whilst providing effective and quality care services is an ongoing challenge for NHS organisations. The will is there, but many Trusts face constraints in time and resources in applying the

rigorous analytics required to produce intelligence to support effective and safe service transformation. When you subscribe to our Healthcare Optimisation Benchmarking (HOB), you join a community of over 100 Trusts who share nationally standardised patient cost information and activity.

Patient Analytics Bureau (PAB) uncovers overspend and variation in clinical practices using national benchmarking data and internal data aligned to specific imperatives (eg NHSE&I, Lord Carter, QIPP).

### Containing costs whilst providing world class healthcare



## PAB SERVICES

**PAB** delivers actionable recommendations that:

1. Identify drivers of cost and inefficiencies
2. Improve service performance
3. Improve care pathways (ED, referral, chronic)

During a PAB engagement, data collected throughout the patient journey is brought together with patient level activity cost data as well as medicines' usage and other trust system data to develop targeted insights. At each stage PAB is keenly focussed on identifying savings and efficiency opportunities.

Benchmarking provides a horizon scan for variation against best practice, while drill downs analyse and draw out recommendations that aim to feed directly into your Trust's strategic and tactical goals.

## PAB FINAL REPORT

PAB is designed to provide actionable insights such as:

- **Re-admissions:** Effect 10% drop in readmissions by recruiting 2 haematology ED nurses
- **DNA:** Reduce DNA by up to 5% with mail reminders and up to 10% with phone calls to contain costs of £500k/year

Final PAB recommendations and a report is co-developed and thoroughly validated with clinical and non-clinical stakeholders for relevance, alignment to priorities and qualified for service transformation.

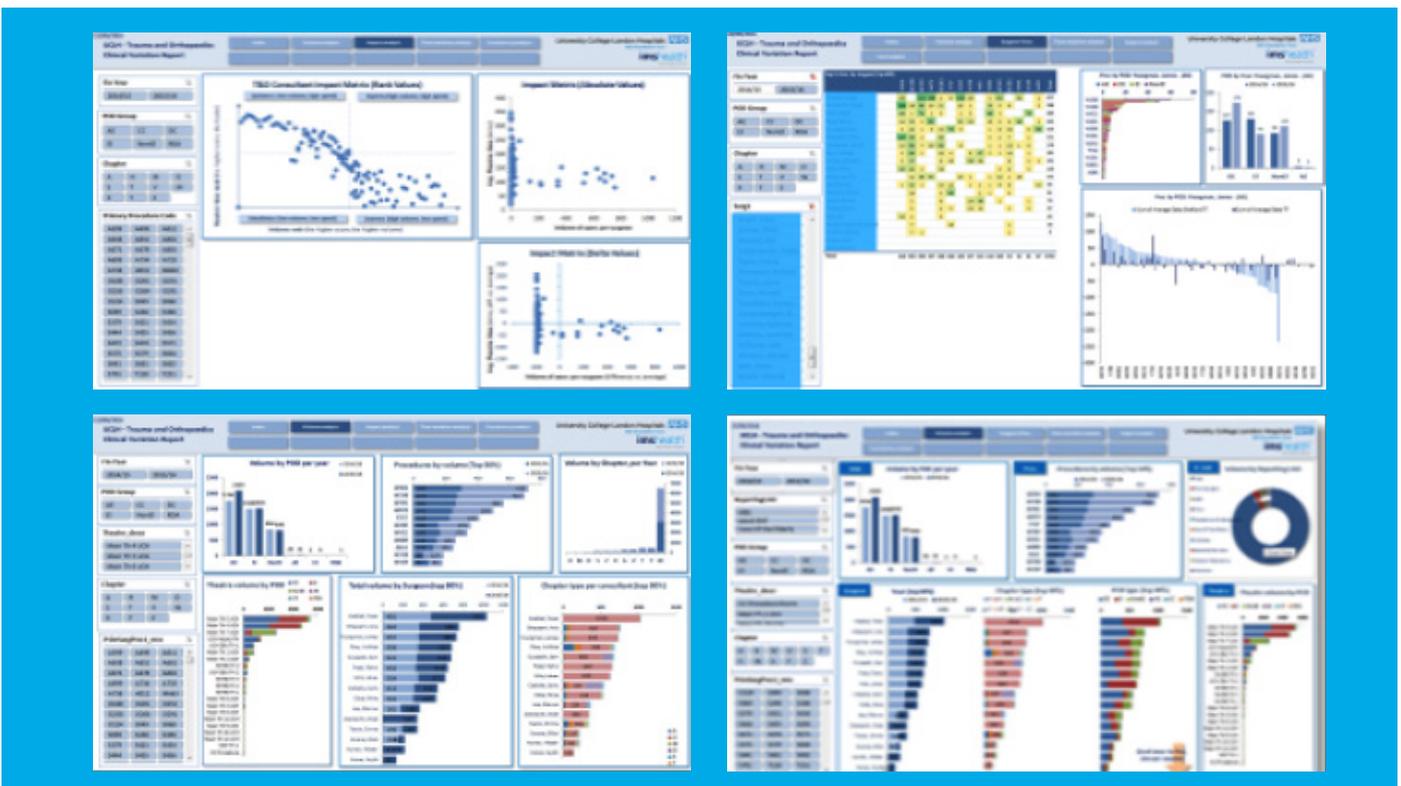
## PAB REPORTS

**PAB:** A 6-7 week deep dive advanced analysis of a speciality area led by a comprehensive stakeholder engagement in the form of a PAB workshop

### **Carter recommendations PAB:**

A 3-4 week advanced analysis of HOB data to uncover potential saving opportunities related to Lord Carter recommendations

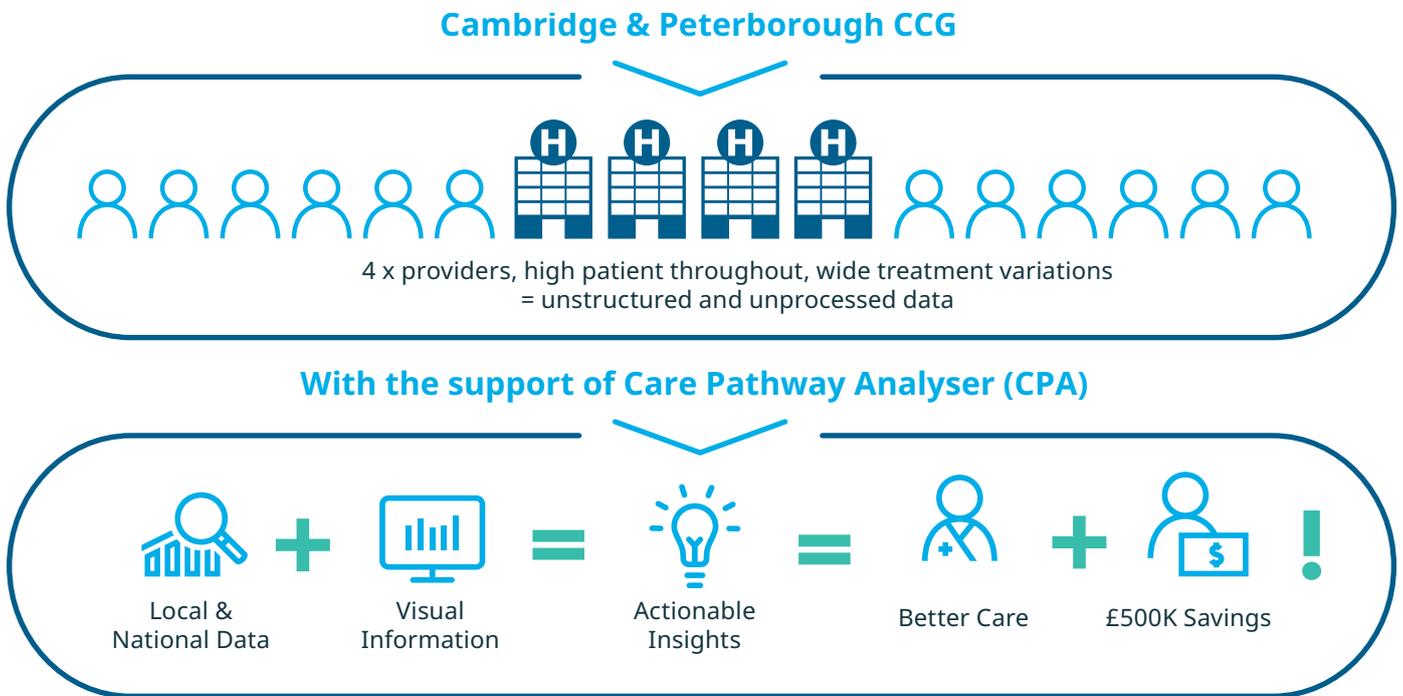
## Insights from patient level cost data and benchmarks



# Care Pathway Analytics (CPA)

Reducing unwarranted variation in treatment pathways

How Cambridgeshire & Peterborough CCG consulted Care Pathway Analyser (CPA) to provide insight into the wide variation in care pathways



Variation in treatment brings challenges of cost containment, adherence to NHS best practice service provision and discrepancy across clinicians and providers. It is critical for CCGs and providers to tackle this variation across an entire STP, and thus reduce spend to provide a better, quicker care service that offers good value.

C&P CCG encompasses four providers with very high patient throughput for orthopaedics and a wide variation in treatment. As hip and knee surgery accounted for the highest spend it was crucial to

reduce variation in treatment.

Although C&P CCG had a wealth of data, it was impossible to present it in a meaningful and actionable way. IQVIA Care Pathway Analytics helped process the data and turn it into valuable insights. By redressing the imbalance between the commissioning group and providers, the aim was to facilitate a more collaborative approach and win-win outcome in terms of delivering quality treatment whilst achieving cost savings.

***"IQVIA provided me with the insight to see where CIP and QIPP could be delivered by commissioning shorter pathways in line with best practice. The benchmark capabilities, relying both on national HES (hospital episode statistics) and local data, provide the insights to achieve high quality affordable care."***

— Debbie Oades Wells, NHS Cambridgeshire and Peterborough CCG

# Patient experience - feedback

Understanding and acting on the patient view (including patient reported outcomes) is key to improving the quality of service.

It all starts with a simple question, but multiply that by the number of touchpoints at an organisation, including patient, family and staff; take the pulse of that group regularly and then interpret it across all levels organisation-wide and soon there is a challenge to resourcing, but more importantly, engaging directly using innovative technology with patients to improve their care will drive positive change.

## Our solution: IQVIA Connection

**Providing a full managed service to support Feedback requirements using the latest technology.**

We help manage multiple channels for data collection including email, SMS, paper and telephone, analysed and reported upon from the same database. This streamlines the data capture process, creates a real time view of results and initiates remedial actions down to patient level, a complete 'Ward to Board' solution:

- Reports are configured to meet Health Provider requirements for compliance (eg FFT) and operational improvement down to patient level, with a Dashboard summary of key data
- Drill down forensic capability to investigate data and isolate areas for further review, including comments.
- Integrity checking & alerts - cross checking integration with other data sources
- Action management

*"This system has enabled me, as a clinician, to have the PROMs at my finger tips, which has led to improved informed decisions about patient care. The versatility of being able to add patient-related data will improve accuracy and is invaluable for both clinical care and research."*

*Raj Sengupta, Consultant Rheumatologist,  
Royal National Hospital for Rheumatic Disease*



## Quality & safety auditing

A growing number of metrics are used in today's healthcare environment to assess the safety and quality of care delivered to patients. Some are essential compliance processes, others are guides to help improve operational and clinical performance.

The collection, aggregation and management of this information can place a significant strain on nursing resources & impacts time to care.

IQVIA Connection automates the administrative, repetitive aspects of auditing and compliance resulting in major time-savings across an organisation. It also transforms intrusive periodic exercises into easy continuous activities with reporting and recommended actions available immediately when new data is collected. Rapid response to issues not only saves time but has a visible impact on Patient Experience:

- Real time visibility of care delivery & monitoring of CQC Domains
- Configurable Dashboards that can be set by role
- Metrics defined by the Trust
- Data can be imported from other systems
- Actions and alerts triggered as a result of the information collected
- Auditable history of activity
- Reduction in data capture , analysis and reporting costs', plus, 'reduce serious incidents through earlier intervention

The system is totally flexible supporting all variations of design, scoring and reporting, offering best practice guidance based on the experience of other NHS users.

## Reporting

Our solution offers tailored role-based reporting – consistent at all levels of internal hierarchy. Some examples of our reporting are below:

- **Trend Analysis** – view trend results for specific audit activity at summary, speciality or ward level
- **RAG Analysis** – view performance against targets and benchmarks on a RAG style report
- **Comment Analysis** – comments can be recalled for any given time period, at any level of the hierarchy
- **League Tables** – allowing league tabling at audit, section and question level.

### KEY BENEFITS

- A solution tailored to suit developing requirements
- Multi-Channel Data Collection
- Automated Real-Time Reporting
- Targeted Actionable Alerts
- Surveys Built to Client Specification and to fulfil Regulatory Requirements
- Works on and offline
- Recognise & Support Best Practice
- Consistent Data across multiple Units
- Push Reporting
- Data Forensics
- Training & Continuous Support
- Data Export/Import Capability

## Patient experience management diagram



## Patient reported outcomes

**We provide a comprehensive, scalable solution, with the benefit of integration with other patient feedback and audit data in one user-friendly reporting dashboard.**

Drawing on experience in the NHS the system has been designed specifically to measure Patient Experience at various points along the care pathway and then to use this data to improve clinical outcomes, optimise resources and empower patients:

- Real-time data capture, analysis and reporting – patients, clinicians and other authorised users see updates and associated results immediately
- Wide range of standard surveys and reports available eg EQ5D, SWEMs
- Bespoke surveys and reports are also easy to create, deploy and manage
- Each patient is automatically presented with the correct questionnaires to complete at the correct time
- Reporting provides a view of continuous progress against a baseline measurement and can be filtered by a number of additional factors – e.g. those receiving a specific treatment or visiting a particular location
- Historic data can be imported to contribute to reporting and analysis
- The status of the patient experience and associated clinical metrics can be mapped along the whole pathway providing a complete picture of the progress of treatment

# Analytical solutions for the NHS

## Advanced analytics – natural language processing

**The NHS is awash with structured data sets such as CDS, MSDS and CSDS that allow Trusts to collect data to support local analyses and national submissions.**

Our highly experienced team and market leading solutions allows us to deliver actionable results for your organisation suitable for Acute, Mental Health, Community and Ambulance settings and within Accountable Pre-analysis/Integrated Care Systems. End users are able to actively engage with clinicians, helping to drive changes to healthcare delivery and identify real efficiencies.

However, the NHS is also awash with unstructured data and depending on sector is estimated to cover up to 80% of total data coverage, meaning that a significant number of key insights are inaccessible to traditional analytics solutions.

IQVIA Linguamatics, the class leading Healthcare focussed Natural Language Processing (NLP) solution, frees the insights trapped in clinical text to support value-based care and has been proven to identify high risk members and populations to reduce regulatory burdens, reduce costs and improve outcomes.

Linguamatics can help Trusts form a complete picture of a Patient and through NLP make healthcare professionals become more aware of key clinical and social determinants that can influence the care provided to a patient and help support the drive to more integrated care.

The solution has been successfully applied in a variety of scenarios; it has helped a healthcare organisation improve early diagnosis rates of cancer by analysing case notes, saving significant resources in treatment and improving patient outcomes. It has also been

proven to improve the identification of patients with gout flares compared to traditional coding techniques and expert assessments by trained clinicians.

Use IQVIA Linguamatics to take control of your unstructured data and free deeper insights that have been trapped in clinical text to help drive real improvements in patient care.

## Business intelligence

**The scale of the NHS means it generates vast amounts of information, with over 5 million GP consultations and 3 million hospital visits happening each week in England alone. This data is a huge asset for the NHS, and there's real potential to use it to help improve outcomes for patients.**

There is a recognition that a skilled workforce that can manipulate, analyse and interpret data is essential for a modern health care system. However, there is a widely acknowledged problem that health services often cannot access the right level of skilled analysts or the analysts they have are too busy. There seems to be no one addressing the gap with a need for repeatable healthcare analytics

IQVIA Healthcare's daily engagement with hospitals, its healthcare heritage with the most successful healthcare solution deployments, specialist consultancy skill recognition and networks in healthcare have proven to be key in bridging the identified market gap between BI products and consultancy provision. Healthcare organisations, now more than ever are driven to use data to:

- Help policymakers get a better understanding of the thorniest problems with service delivery facing the NHS
- Monitor the quality of care being delivered over time, so that problems can be identified as soon as possible

- Produce information for patients about the possible long-term outcomes following treatment so that they know what to expect
- Increase visibility, quality, safety and efficiency by applying analytics.

IQVIA Healthcare can provide deep business analytics, business intelligence solutions coupled with operational and strategic consultancy.

The team has over 300 years of providing analytical services to the NHS.

The four core strands of the business can provide customers with:

- A suite of Business Intelligence solutions, utilising BI Tools and Data warehouse structure, born out of healthcare insights gained from IQVIA Healthcare's consulting and Data Warehouse activities. IQVIA Healthcare have embraced these technologies and improved upon the value it brings enterprises.
- Analysis Services, business planning, turnaround strategies, insight and analysis delivered by our team of specialists. Our business expertise and integration techniques help us to ensure that our core products are embedded within organisations to inject fresh impetus and insight.
- Training and Support Services; let us help you build your technical skills to make the most of self-service business intelligence platforms and enable collaboration across the organisation. Incorporating classroom training, virtual webinars and online resources we will enable your organisation to develop key skills to generate insightful analytics. IQVIA can also support the licensing, deployment and maintenance of your BI estate.
- A Clinical and Operational Service Improvement strand ensures that healthcare enterprise clients have hands on support and experience in how to use the intelligence to innovate by using analytics.

## Cloud-based hosting

**NHS Digital's Internet First Policy encourages NHS organisations to utilise internet facing services by default and for existing digital services to remediate to the internet at the earliest opportunity (see <https://digital.nhs.uk/services/internet-first/policy-and-guidance>), with NHS organisations targeted with identifying opportunities to move services into the cloud.**

Migrating services to the internet (the 'cloud') is a challenging proposition however, a Trust will ask which services and which cloud? Or what even is the cloud? And what issues do we need to address before we migrate our services from on-premise to cloud-based providers?

IQVIA's Cloud consultancy team can help with this journey by working with NHS Trusts to understand the options available by undertaking a Cloud Adoption Maturity Survey, a concise report that will outline the options to the Trust, such as re-architecting the on premise solution or lift and shift; and provide advice on which option would work best to ensure alignment with NHS Digital's digital standards including security and compliance and help Trusts ensure the services can be migrated within the available budget whilst keeping data safe and secure.

On adoption of a favoured pathway to the cloud, IQVIA can help support the migration process and work closely with our partners to ensure the smooth transition to cost-efficient cloud-based servers.



## Data warehousing

**IQVIA's Healthware data warehouse solution offers an enterprise scale configurable, off-the-shelf solution that enables your Trust to capture data compliant with the NHS Data Dictionary, built in partnership with a number of healthcare providers.**

IQVIA Healthcare's specialist capability and networks overcome the shortage in resources and skills that constraint many NHS Trusts in providing repeatable healthcare analytics.

Our expertise, based on daily engagement with hospitals and a healthcare heritage with the most successful healthcare solution deployments, delivers actionable data to:

- Help policymakers get a better understanding of the thorniest problems with service delivery facing the NHS
- Monitor the quality of care being delivered over time, so that problems can be identified as soon as possible
- Produce information for patients about the possible long-term outcomes following treatment so that they know what to expect
- Increase visibility, quality, safety and efficiency by applying analytics.

The pre-built packages allow the automated and rapid loading of the core NHS inpatient, outpatient, emergency care and community data sets to support the generation of key extract submissions to NHS Digital such as CDS, MSDS, MHSDS and CSDS. Supplementary data sets such as Radiology and Pathology can also be captured for in-depth analysis.

The quality-checked data is then available via an easy-to-understand common data model for consumption in reporting and analytical solutions to enable the Trust to analyse its activity in a timely and consistent manner from a single version of the truth.

The solution can be deployed locally or in the cloud to align with NHS Digital's Internet First policy and IQVIA can help you with every step of the deployment through its expert Data Warehousing team.

## Population health management

**IQVIA Vision supports the implementation of Population Health Management within an Integrated Care setting to help NHS organisations fulfil the vision outlined in the NHS Long Term Plan.**

Enabling the safe collection, curation and integration of data from multiple care settings into a secure UK-cloud environment, IQVIA Vision provides a set of analytical tools to help Health and Social care organisations to, for example:

- Understand the dynamics of their population in terms of demographics and disease at multiple levels, from region to GP Practice.
- Stratify patients at risk of (but not limited to) frailty, developing a disease e.g. Type 2 Diabetes and/or high resource utilisation e.g. readmissions.
- Predicting 'rising risk' patients; those most likely to become high resource users, enabling intervention planning and reducing likelihood of admission/re-admission improving patient experience and outcomes.
- Support PLACE boards in mapping of patient pathways and understand impact of interventions (scenario modelling) on care provision.
- Help PCNs understand the impact of patients with multi-morbidities on health and social care services.
- Identify inequalities in provision of care.
- Monitor changes to care provision on Patient Experience and Outcomes (PREMS and PROMS) to validate and establish best practice.
- Utilise predictive analytics (Artificial Intelligence) to support case finding e.g. rare diseases.
- Identify patient cohorts for involvement in academic health research projects.

IQVIA Vision's flexible analytics support clinical engagement at multiple levels, providing a 360-degree view of the care system at a regional and local level, with role-based access ensuring data is only available to those who need to see it.

Let IQVIA help you turn feeling into fact, using our evidence-based analytics to identify who frequently uses health and social care services, what services are being used and where they are being accessed from to enable the successful delivery of truly integrated regional care.

With global experience in delivering analytical solutions to Healthcare organisations, IQVIA Vision provides the tools to support the successful delivery of Population Health.



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**CONTACT US**

To know more on our NHS solutions, visit [www.iqvia.com/uk-nhs-solutions](https://www.iqvia.com/uk-nhs-solutions)  
If you want to learn more about how our solutions can specifically  
help your Trust to improve value and patient outcomes,  
please contact **+44 (0) 1785 238 009** or [nhssolutions@iqvia.com](mailto:nhssolutions@iqvia.com)  
[iqvia.com](https://www.iqvia.com)