



Lean Healthcare Forum 2006

Lean Healthcare Conference

An Intro to The Health and Social Care Information Centre and the Local Support Service How can it help?

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The new Health and Social Care Information Centre

- A special health authority, formed on 1st April 2005
- Brings together
 - parts of the former Statistics Division in Department of Health
 - parts of the former NHS Information Authority

Work of the Health and Social Care Information Centre

Three main areas of work:

- Making information more accessible
- Reducing the burden
- Strengthening capacity for informed decision making



Joint venture

- Our Joint Venture with Dr Foster – Dr Foster Intelligence – was announced on Tuesday 17 January 06
- Dr Foster Intelligence is an initiative to “harness private sector dynamism, efficiency and effectiveness and public sector expertise and ethics to the benefit of health and social care community in delivery of patient and client-centred service reforms”.

Topics that have been requested include

- Acute trusts;
 - » How to address the 18-week waiting list target
 - » Achieving the Accident and Emergency 4-hour target
 - » Better Bed Management through information.
- Mental Health;
 - » Managing the organisation. The relationship between outcomes measures and performance management
 - » Case study on building an operational performance dashboard.

Topics that have been requested include

- Ambulance Service;
 - » Case study on building a performance dashboard (SPC based) and using it to drive continuous improvement
 - » Understanding demand to manage and reduce admissions
 - » Applying 'lean' thinking to improve ambulance services; applying information to implement new thinking.

... To facilitate better use of information to manage & improve care services.

The Health & Social Care Information Centre (H&SC IC), Local Support Service (LSS)

More info can be found at:

www.icservices.nhs.uk/localsupportservice

or

www.ic.nhs.uk



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