



# Operationalising intelligence model

## An agile platform to support the NHS



The NHS in England is facing unprecedented challenges in the aftermath of COVID-19. The situation presented by growing waiting lists and cancelled operations, along with workforce challenges, will take many years to resolve. IBM, Conclusio and i5 Health are coming together to deliver a programme of support to help ICSs use healthcare data in new ways that tackle these challenges.

### Optimising care services

Using healthcare data to ask the right questions helps reveal the right answers for addressing the challenges the NHS is currently facing. Using data to analyse care pathway variation and risk stratification, we can aim to optimise healthcare services, which in turn relieves demand pressures and supports safe patient care.

**Aim:** To support ICSs in developing systems that tackle concerns at the patient, organisation, place and system levels by leveraging novel data integration.

## Objectives

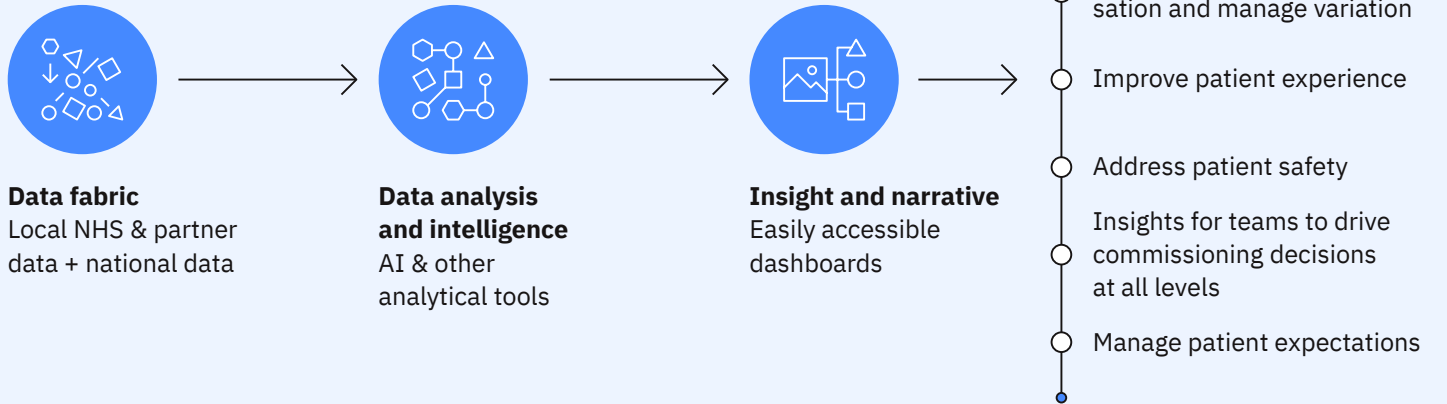
1. To help organisations tackle health issues and combat the effects of COVID-19 through the triangulation of data sources and operationalising insight across health and social care.
2. To support ICSs with insights from the data that inform improvement actions, **enhance productivity and reinforce the wider population health impact.**
3. To help organisations tackle inequalities in outcomes and experience by increasing accessibility to data across ICSs and health and social care organisations.

## Plan of action

1. **Triangulation of data sources** to drive change and reduce the impact of delayed care on patients lives.
2. **Practical application of insights** to address the challenges faced in health and care systems.
3. **Support the stratification and prioritisation** of waiting lists and predict and manage future demand to ensure patients get the right level of care when they need it.
4. **Demonstrate value** on 3 levels:
  - Allocative (at ICS level)
  - Technical (at pathway level)
  - Personal (at patient level)

# Operationalising intelligence model

An agile solution for any system or organisation



## An agile approach

The Operationalising Intelligence approach is simple, agile and adaptable. It can be deployed by any NHS organisation, including emerging ICSs, within existing data and digital architecture, at whatever its stage of data development. As an integrated data solution, Operationalising Intelligence allows visualisation and triangulation of information, within a co-designed dashboard, designed to drive operational recovery and improvement and help NHS organisations to move from being reactive to proactive.

## A strategic partnership

It is supported by an innovative partnership between IBM, i5 and Conclusio, organisations that have a heritage of working with the NHS. Using data to improve care for patients is central to this collective experience.

Our partnership is based on a shared goal of helping to improve care for patients and driving NHS sustainability.

## Patient experience

Helping patients engage with their data, so they can make positive choices about their care and where they receive it.

## Health system engagement

Supporting healthcare professionals, and the systems in which they work, to share insight from the data and improve their patients' experience.

## Resource utilisation

Using up to date data to inform decision making across health and care sectors e.g. primary, secondary, community, local and social healthcare.

For more information, contact the team:

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