

Measuring and articulating value beyond the medicine needs careful development and delivery.

NHS Right Care Programme, established in 2010, (<https://www.england.nhs.uk/rightcare>) sought to create a focus on high quality services safely and cost effectively. In essence, the question it asked was, are we providing the right clinical interventions for the right people in the right place and at the right time? High quality safe interventions will only be of the highest value to the patient when the answer to this question is yes all of the time.

Quality and safety are essential components of value based healthcare but quality and safety alone will not guarantee high value, nor will it deliver completeness of value based healthcare.

The Value Based Healthcare Programme at the University of Oxford (<http://www.phc.ox.ac.uk/research/value-based-healthcare>) proposed a focus on understanding how to measure and implement value based healthcare through the Triple Value Healthcare paradigm.

Triple Value Healthcare focuses on three different types of value:

- personal value – ensuring that each individual patient's values are used as a basis for decision making in a way that will optimise the values for them
- technical value – ensuring that resources are used optimally; this concept is referred to as technical efficiency or simply efficiency by economists
- allocative value – ensuring that resources are allocated optimally and equitably; this concept is referred to as allocative efficiency by economists

Conclusio uses this approach in its service improvement modelling and, just as therapeutic interventions must consider the whole-person, believes that this value triumvirate encourages an approach that distributes value in a way that benefits patients, healthcare professionals and health care systems.