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Intelligence**

A FRESH APPROACH TO **BI**

**South West commissioners implement
MI View to gain operational intelligence**



The regional NHS Directory of Services team, hosted by NHS Gloucestershire Clinical Commissioning Group on behalf of seven CCGs in the South West, identified a need to analyse and interrogate the vast amount of data created by its health economy providers.

The commissioners wanted operational intelligence and an insight into service provision – as distinct from patient demand – from the data provided by NHS 111, out-of-hours services, ambulance and acute trusts.

As part of an 'urgent and emergency care development programme, the Directory of Services team, led by Gavin Reader, had already procured and deployed from Intuiti Solutions a MiDoS search tool.

This enabled clinicians based in call centres or mobile in the field to access the wealth of information in the NHS Directory of Services.

However, the volume and complexity of the data captured by MiDoS, when concatenated with existing data sets, led the team to search for a business intelligence tool that could be used by end users without having to rely on an already very busy management information team.

Choosing MI View

Having extensively reviewed the BI market, it was decided that MI View from Total Intelligence was the best fit solution. This was down to:

1. The speed of report design by non-technical users
2. The speed of deployment
3. The scalability and flexibility of the product.

The system is now used to manipulate data received from the MiDoS application through a SQL interface. Various database sources are amalgamated into MI View's indexes, from which a multitude of queries, crosstab reports and graphs are produced.

The various data sources are scheduled to update every hour, so the system is providing its users with near real-time information. In addition, a report is automatically produced at 8:30 am daily about the use of commissioned services over the previous 24 hours.

This is emailed as a PDF to various members of the Director of Services team and forwarded to commissioners and key stakeholders as appropriate.

Putting data on the map

The NHS Directory of Services has also been uploaded through a CSV file into MI View and amalgamated with a postcode file containing longitude and latitude information.

This means that Mi View can be used to map this data onto a Google map and that the Directory of Services team and commissioners can see the location of healthcare services across a geographical patch.

In all, 2.5 million postcodes were uploaded into MI View. These were then reduced to 110,000 to cover the specific geographical areas covered by the CCGs in the region.

MI View can visually 'bunch' postcodes on the Google map and assign a search radius to be used with the Directory of Services.

“ Commissioners believe this application will transform their ability to understand real time activity across a variety of services. This is exactly what NHS England recommended in the October 2014 'Five Year Forward View' plan for sustainable health services. ”

Further developments

As part of the deployment, MI View is also being used by a local out-of-hours provider. Data is uploaded to MI View via a CSV file on an automated schedule from its SystmOne clinical system.

Through various queries, crosstab reports and graphs, a scheduled dashboard can then be produced and accessed by appropriate users through a browser.

Further plans include using MI View to report on data received by the local NHS 111 service. This would involve taking a 'live' feed from the host system and then using the various functions of MI View to create commissioner reports and dashboards that could be viewed in a 'live' environment.

The mapping tool will also be used to identify hot spots of activity. Eventually, the idea is to repeat the process with several other organisations so commissioners can track the patient journey as well as report on additional pathways.

Reports and dashboards will continue to be developed for the CCG commissioners as more data streams are established. Commissioners will also be licensed to run their own reports and dashboards whenever required.