Derbyshire Community Health Services (DCHS) NHS Foundation Trust is a leading provider of community health services to Derby City and Derbyshire County in the United Kingdom. In addition to delivering a wide range of community-based healthcare services for adults, they also deliver children's services and healthcare for people with learning disabilities and those experiencing mental health problems. The organisation has a staff of more than 4,500 professionals serving a community of over one million people. Services are delivered from over 200 premises, including nine community hospitals, 25 health centers, and patient homes.

Company

Derbyshire Community Health Services NHS Foundation Trust

Challenge

To re-evaluate and improve upon its operations, DCHS launched a program to visualise an ideal day in the life of a patient or staff member. It quickly became apparent that data transparency, communication tools, and real-time reporting were critical to improving population care and running an efficient organisation. A solution was needed that would bring together complex data sources held on multiple platforms to provide transparent, appropriate analytics for executives and team members. DCHS chose MicroStrategy as their standard, making it the single portal for all users to access information.

Solution

Despite tight deadlines and budget restrictions, DCHS was able to develop a dashboard, conduct a four-month pilot test, and launch a fully interactive product in January 2018. Each screen can be filtered by staff or patient group and time period. Visualisations can be filtered to show a specific locality and can be drilled down to the locality, team, or the individual level.

Feedback on the MicroStrategy-powered solution was extremely positive, and with users seeing immediate time to impact, the adoption rate was high. Users now have the ability to interact with dashboards and engage with data on a different level. Increased visibility simplified staff jobs and provided the confidence needed to change work habits.

Derbyshire's solution has translated into better patient care: the number of patients seen per day has increased by nearly 10%. The number of contacts completed, which includes a full patient evaluation, has increased by 5%. Incredibly, waiting times for community services are down more than 60%.

Equipped with greater insights, the organisation has a deeper understanding of its patient population as well as its internal operations. With visibility

MicroStrategy
Analytics and Mobility

into clinicians' day-to-day activities, DCHS can inform its locations on the effectiveness of clinical services as well as better anticipate and prepare for increases in demand for certain services.

Future

DCHS continues to integrate clinical systems with corporate systems to discover new ways to advance its mission. To further engage its staff, the organisation's next steps include a mobile deployment—taking a wealth of information and empowering clinicians and administrators on mobile devices from any location with real-time information.

Before MicroStrategy

- Operational decisions based on gut feeling or anecdotal historic knowledge
- Lack of evidence of daily clinician activity and performance
- A one-month lag in reporting time

Goals

- Empower clinical leaders with easy-to-use tools
- Decrease patient waiting times and improve patient outcomes
- Better monitor population health needs for the greater community

After MicroStrategy

- Real-time information and reports now available for better decision-making
- A single version of the truth allows for consistent reporting and analysis
- Clinical leaders can anticipate and proactively respond to patient population needs

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