Liverpool Community Health (LCH) became an NHS Trust on November 1, 2010 and is at the heart of delivering healthcare within the communities of Liverpool, Sefton and Knowsley in the United Kingdom and reaching a population of approximately 750,000 people. They have a team of over 3000– 80 percent of whom are practicing health professionals including Nurses, Community Matrons, Health Visitors, Doctors, Dentists, Dieticians, Podiatrists, Physiotherapists, Occupational Therapists and Speech and Language Therapists. LCH services enable people to be cared for in their own community and remain as independent as possible, rather than having to go to a hospital. Many of these services are delivered after hours, with 24 hour, 7 day a week access.

LCH | Liverpool Community Health **NHS**
NHS Trust

Company:

Liverpool Community Health (LCH)

Applications:
OPERA - Organizational Performance Electronic Reporting Application

> "*We chose MicroStrategy because we had looked at a number of different providers that are out there that provide mobile business platforms and when we looked at MicroStrategy, it seemed much more intuitive, a much better product for us to use, something that we could take, install, and implement pretty quickly. It was really, really simple for us to move from where we were to the platform.*"
>
> – Lesley Neary
>   Head of Planning and Performance

Why MicroStrategy

"We chose MicroStrategy Mobile because we wanted to remove the risk with this product. We needed a mobile solution that was proven in the market, so we chose MicroStrategy Mobile. MicroStrategy is quite easy and intuitive to use. It's very quick to develop on and as a developer, I've worked with a number of BI tools but MicroStrategy is by far the most advanced mobile platform available." Ammy Singh, Head of Solutions for NCS-IT.

Life Before MicroStrategy

Prior to having MicroStrategy, LCH would have to prepare for board meetings by manually analyzing data and preparing reports in Excel. This process took several weeks so the information given to the board was usually a month old. Additionally, each month, staff was required to spend several days printing packages for each board member and sometimes if time delays the packages, it had to be hand delivered by courier. Now, with the implementation of MicroStrategy, the Board has near real-time information and can access that data anytime and anywhere on their iPads with their Organizational Performance Electronic Reporting Application (OPERA).

LCH is finding that they are saving money several ways. First, they are greatly reducing printing costs that were required to create the paper packages each month. Secondly, they are now able to free up their staffs time that was previously spent manually creating reports and the packages. Finally, for the first time ever, the LCH Board is able to drill down

into the data to find answers to their specific questions. They are able to research and analyze data on their own anywhere and at anytime thanks to the OPERA mobile application. This makes for more efficient board meetings and improves internal operations.

Mobile is Now

The success of OPERA has been so well received that LCH is now looking to develop mobile applications for their entire enterprise. LCH believes that a mobile device is part of the tools necessary for all staff and will greatly improve the way they work. Also, from an information governance perspective, clinicians are able to more securely collect patient information and will no longer need to handle paper records.

Another benefit of the OPERA iPad application is the ability of LCH to obtain patient feedback in a confidential manner. The staff is now able to hand the mobile device over to the patient, who can answer the survey and then hit submit and pass the device back over to a member of staff. This new approach provides greater confidentiality and insures more completed surveys than the previous paper based one. Likewise, the mobile application provides instant analysis from the patients' feedback and acts a diagnostic tool, which allows the staff to focus on correcting any issues highlighted.

Return on Investment

"Just for the board, we recognize that we had less than a one year pay back in terms of the amount of paper and the amount of time that we had compared to the cost of running the mobile devices. So that was an easy payback for us. When we look at developing mobile devices across our whole organization, we're looking at paybacks of less than three years on the mobile devices, which includes the initial investment we'd have to make to set up the templates and all the management. So we're really keen to do this, but the primary drive forward, as well as the financial saving, is the improvement in quality and assurance that we have by having the right information available to clinicians whilst they're out in people's homes and in the community dealing with patients." Gary Andrews, Director of Finance and Deputy Chief Executive.

"Having the app completely fits in with our mobile working. Nearly all of our clinicians now have some sort of mobile device, and it is about releasing time to care for patients. They spend more time face to face with patients rather than going back to base in order to input information."

– Helen Lockett
Director of Operations and
Executive Nurse

"In terms of return in investment from my department, I believe I save around five days a month in terms of not having to produce some of the report that we previously had to create before MicroStrategy."

– Lesley Neary
Head of Planning and Performance