# The Outcomes4Health Online Payments and Monitoring System

Isabel Carrick, Public Health Lead

Simon Parker, Information & Research Officer

EAST RIDING
OF YORKSHIRE COUNCIL

# Introduction

- Adoption of the O4H platform in the East Riding of Yorkshire

- How it works

- Leaning from the implementation process – Successes and Challenges

- Using O4H to strengthen the commissioning cycle

EAST RIDING
OF YORKSHIRE COUNCIL

# Background

- O4H/Pharmoutcomes origins
- New approach to PH commissioning in LA from 2013
- O4H Task and Finish Group
- Process of implementation
- Developing expert resource
- Organisational buy-in

EAST RIDING
OF YORKSHIRE COUNCIL

# Provider organisations currently using O4H

- 111 Pharmacy users
- 41 GP surgeries
- 9 Leisure centres
- 8 Other NHS settings
- 2 Other
- 171 TOTAL USERS

EAST RIDING
OF YORKSHIRE COUNCIL

# Current use of O4H

- 32 Reporting templates currently in use
- 23 currently being designed
- Minimum 5 more services to be placed on the system this year

EAST RIDING
OF YORKSHIRE COUNCIL

# Current use of O4H

Existing examples:

Health checks

Smoking cessation

Sexual health -

- Integrated SH and GP LARC and Pharmacy EHC

- Developing:
- Exercise Referral
- Health Trainers
- Live Well

EAST RIDING

OF YORKSHIRE COUNCIL

# Main uses of O4H

- Payments
- Contract Monitoring
- Service improvement
- Compliance

EAST RIDING
OF YORKSHIRE COUNCIL

# Payments

- System can be set to automatically run claim reports and generate invoices on a given date

- Individual provider invoices, itemised for tariff based contracts

- Payments team have access to system and can process payments

EAST RIDING
OF YORKSHIRE COUNCIL

# Contract monitoring

- 2 methods of contract reporting on O4H:

- Provider input – multiple users/ sites

- Commissioner upload – provider supplies single CSV file of cleansed data

- Standard auto-reports can be set up monthly to come direct to commissioner

- PDF format allows quick overview of activity

EAST RIDING
OF YORKSHIRE COUNCIL

# Monitoring/service improvement

Age profile of attendees for EHC 2014/15





- Used service before
- Word of mouth ( friend / family)
- Pharmacy notice/leaflet/signposting
- GP Surgery
- Family Planning / Sexual health clinic
- NHS 111
- Internet search
- Other

EAST RIDING
OF YORKSHIRE COUNCIL
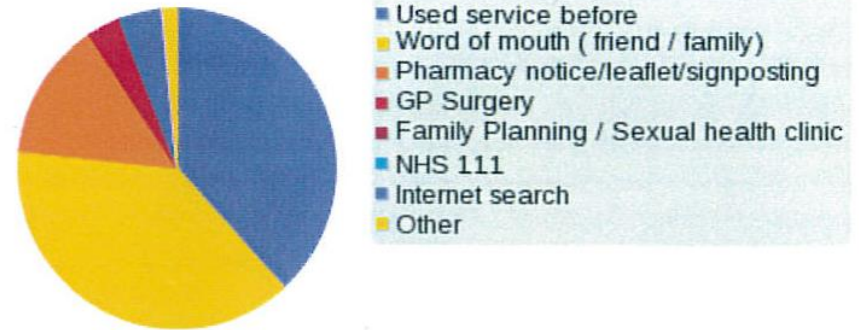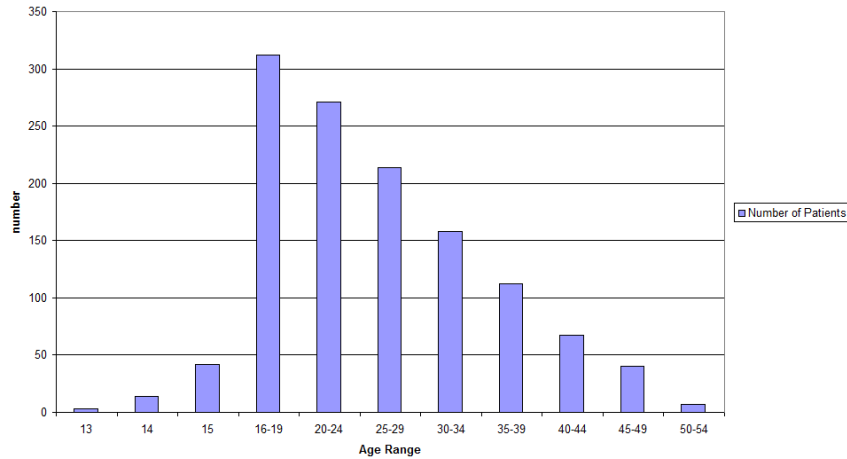
# Health Checks Service results from 2015/16

- OUR data
- 5000+ lines of data
- Analysed by postcode/8 IMD indicators/Ward
- Analysis of referrals to GP - Why? Hypertension? BMI? Qrisk
- Analysis of referrals to other interventions such as smoking cessation or Health Trainers
- Analysis of providers of service
- Analysis of Age, location, marketing, all sorts!
- OUR DATA!!!

EAST RIDING
OF YORKSHIRE COUNCIL

**East Riding of Yorkshire LSOAs by Local Deprivation Quintile**

IMD 2015

**Local Deprivation**

- Band 1 (Most Deprived)
- Band 2
- Band 3
- Band 4
- Band 5 (Least Deprived)

Produced by
DATA OBSERVATORY
www.eastriding.gov.uk/dataobs

0  5  10  20
Kilometres
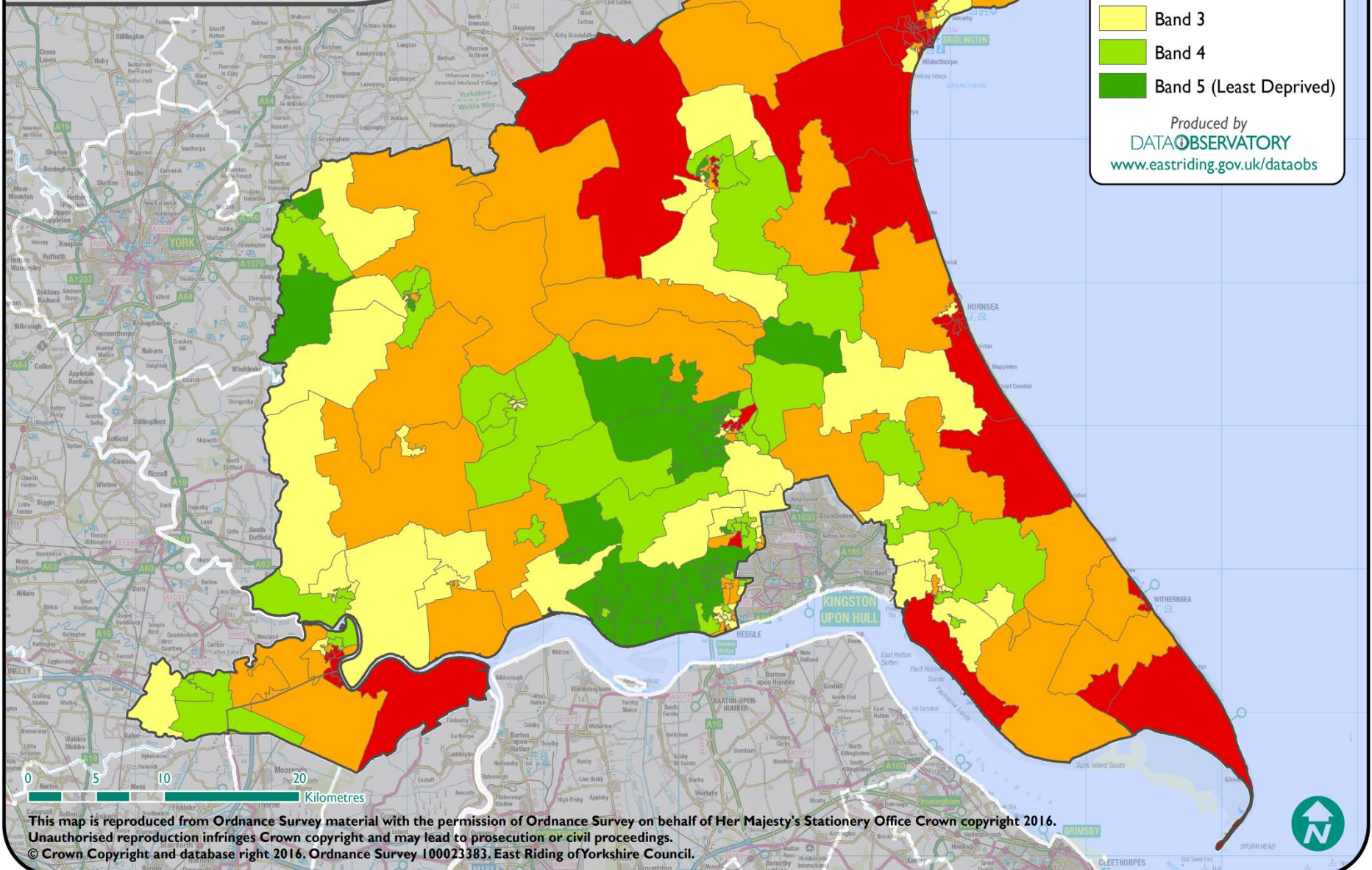
This map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of Her Majesty's Stationery Office Crown copyright 2016.
Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
© Crown Copyright and database right 2016. Ordnance Survey 100023383. East Riding of Yorkshire Council.

# Health Checks results



**Health Checks 2015/16 vs IMD Quintile**
Crude Rate/1000 popln.

EAST RIDING
OF YORKSHIRE COUNCIL
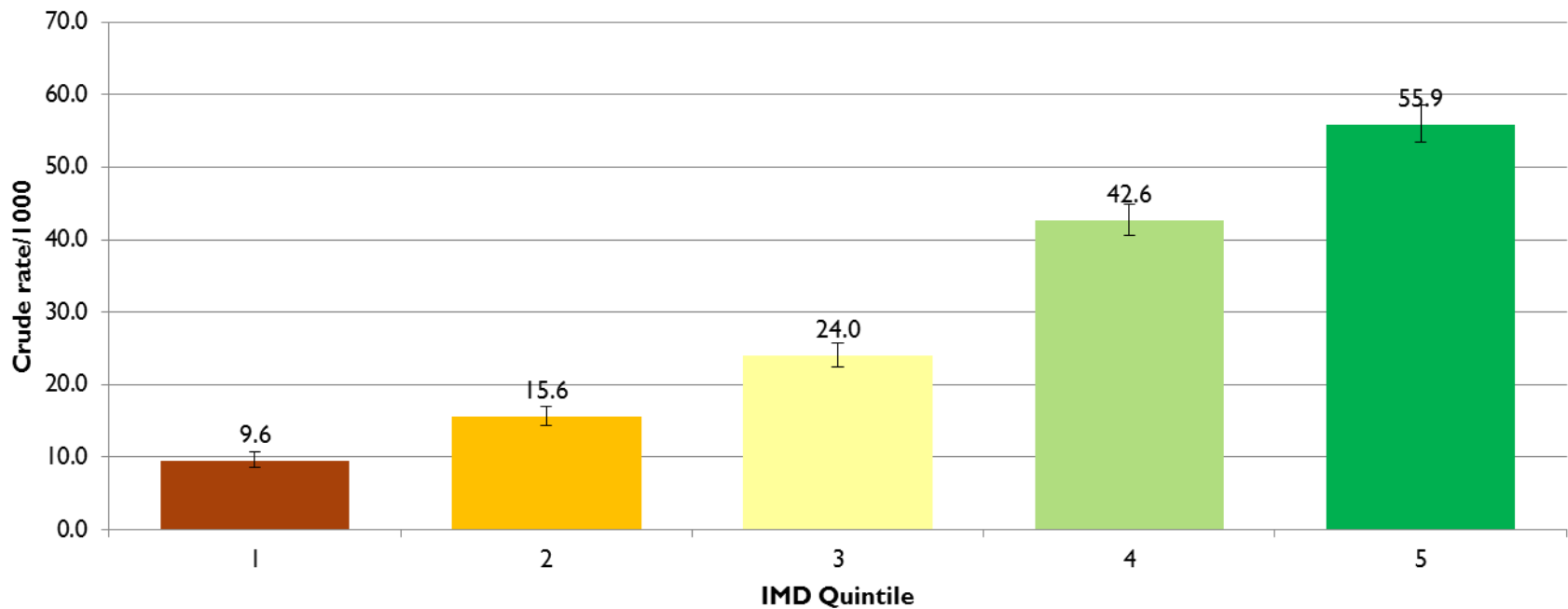
# Compliance

- Data analysis and audit

- Declaration of Competence gateway

- Monitoring audit can check claims relate to actual individual patients

- Programme of audit visits with Contract team colleagues

EAST RIDING
OF YORKSHIRE COUNCIL

## Distance travelled tool

- As more primary care providers combine, enables true picture of patient flow to be maintained
- Audit compliance function – accurate data

## Onward referral and notification capability

EAST RIDING
OF YORKSHIRE COUNCIL

# Challenges

Potential provider resistance to:

- Alternative reporting system
- Provision of patient data and process for consent

Cultural change

- Data ownership
- Organisational roles and responsibilities

EAST RIDING
OF YORKSHIRE COUNCIL

# Commissioning Model for Public Health contracts

## Strategic Analysis
- Review strategy
- Assess market performance
- System impact
- Allocative efficiency

## Assessment of Need within a Population
- Maximise capacity to benefit
- Pathway analysis
- Gaps in provision
- Modelling Flow & Bottlenecks
- Opportunities for Improvement
- Legislation / Guidance
- Connection with other assessments

## Planning
- Health Impact analysis
- Joint Commissioning Strategy
- Pathway Design
- Service (Re)design
- Outcomes4health template design ⭐
- Design business case
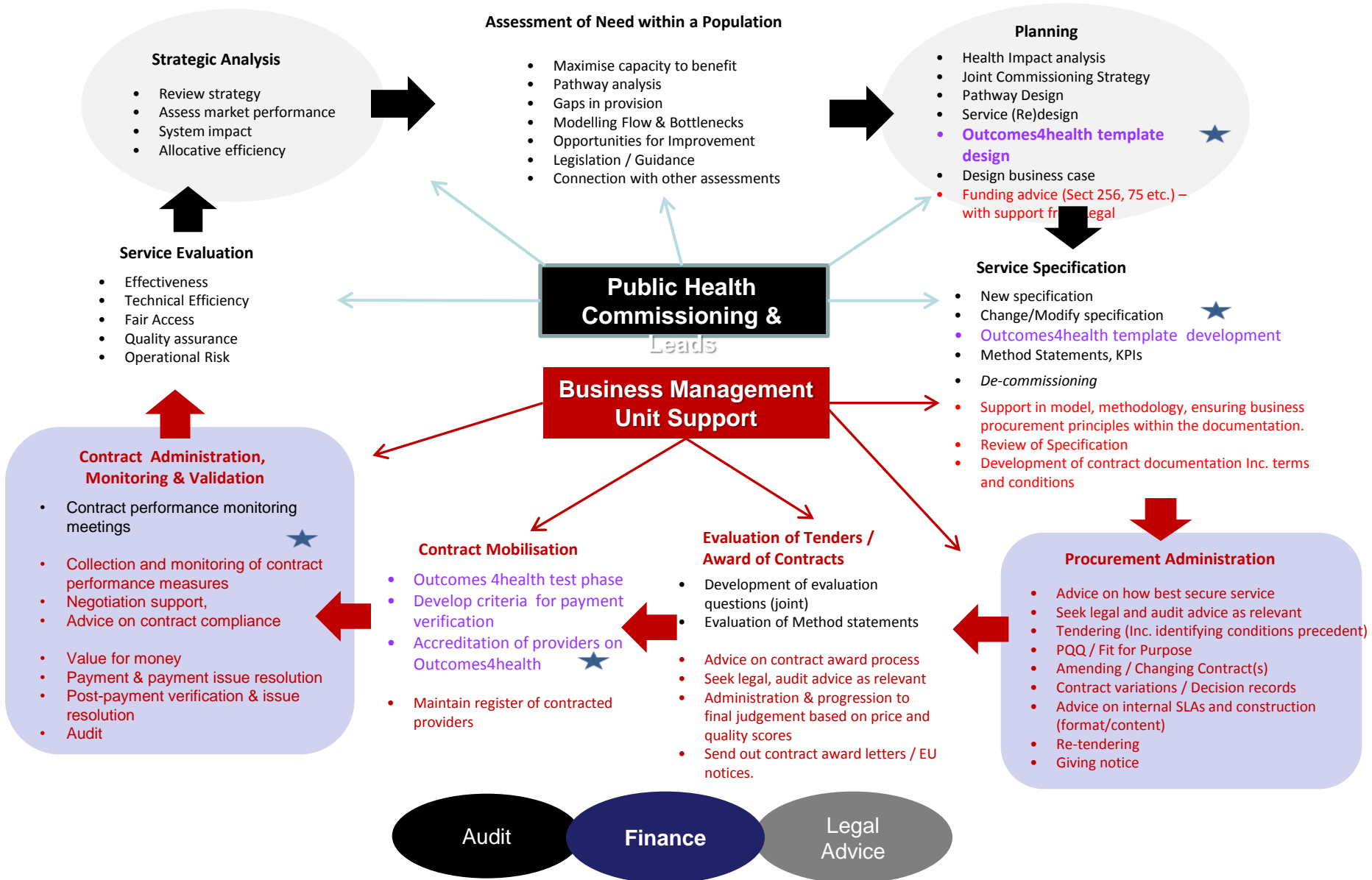- Funding advice (Sect 256, 75 etc.) – with support from legal

## Service Evaluation
- Effectiveness
- Technical Efficiency
- Fair Access
- Quality assurance
- Operational Risk

## Public Health Commissioning & Leads

## Service Specification
- New specification
- Change/Modify specification ⭐
- Outcomes4health template development
- Method Statements, KPIs
- *De-commissioning*
- Support in model, methodology, ensuring business procurement principles within the documentation.
- Review of Specification
- Development of contract documentation Inc. terms and conditions

## Business Management Unit Support

## Contract Administration, Monitoring & Validation
- Contract performance monitoring meetings
- Collection and monitoring of contract performance measures ⭐
- Negotiation support,
- Advice on contract compliance
- Value for money
- Payment & payment issue resolution
- Post-payment verification & issue resolution
- Audit

## Contract Mobilisation
- Outcomes 4health test phase
- Develop criteria for payment verification
- Accreditation of providers on Outcomes4health ⭐
- Maintain register of contracted providers

## Evaluation of Tenders / Award of Contracts
- Development of evaluation questions (joint)
- Evaluation of Method statements
- Advice on contract award process
- Seek legal, audit advice as relevant
- Administration & progression to final judgement based on price and quality scores
- Send out contract award letters / EU notices.

## Procurement Administration
- Advice on how best secure service
- Seek legal and audit advice as relevant
- Tendering (Inc. identifying conditions precedent)
- PQQ / Fit for Purpose
- Amending / Changing Contract(s)
- Contract variations / Decision records
- Advice on internal SLAs and construction (format/content)
- Re-tendering
- Giving notice

Audit

**Finance**

Legal Advice

A.Kingdom (Oct 23rd 2014)

*Information Governance and Data Sharing arrangements* = ⭐

# THANK YOU

## Questions?