



BENSON MODEL

COMMUNITY HEALTHCARE TECHNOLOGY

QNI CNEN Presentation – 23.06.23
Case Study : West Suffolk

www.bensonhealth.co.uk

Speakers

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Enter your email in the
comments and we will
send further information

Today we will :

- Introduce Benson and its background in CN
- Describe how the system works
- Provide examples of its application in West Suffolk
- Answer your questions
- Explain how the provider trial works

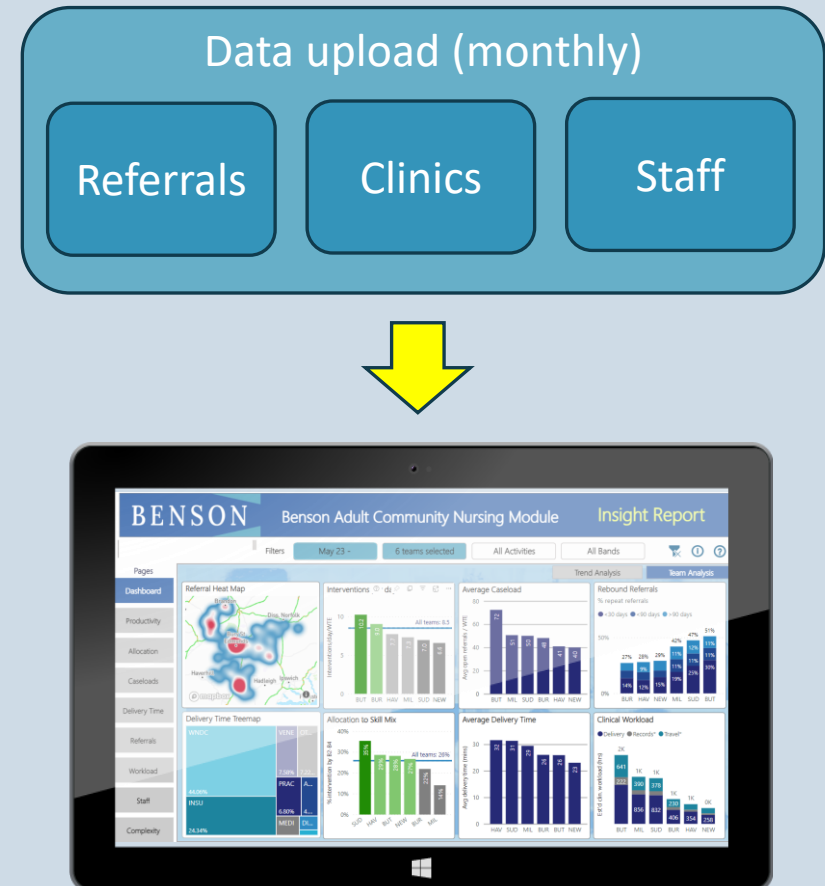
Benson Analytics Module

- Benson is a community focused analytics, benchmarking and planning hub
- Extensively testing with 12 provider sites over 6 years
- Benson allows providers to fully leverage their data to produce objective insights that drive change
- New UK benchmarking service started in 2023
- Benson is affordable, low maintenance and works with all systems



How does it work?

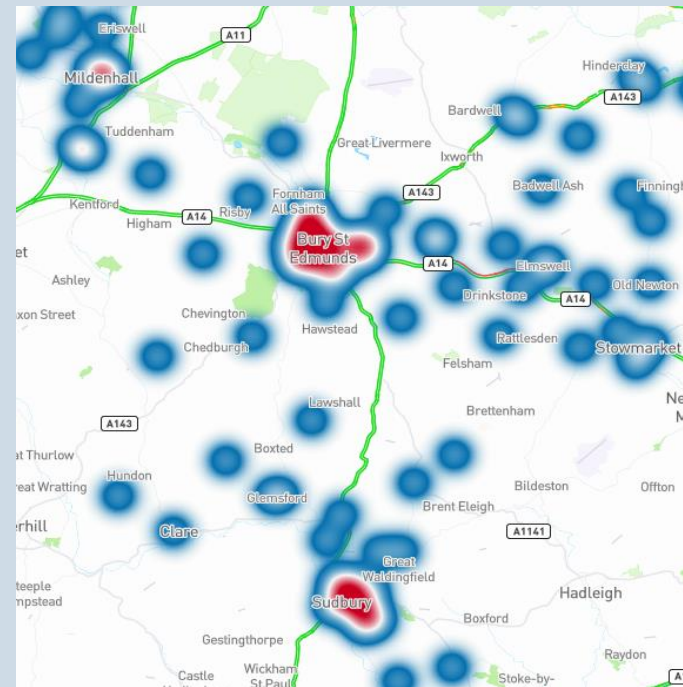
- Users access the reports online
- Data is uploaded by P&I rep and refreshed monthly
- Data is processed automatically overnight
- Reports include:
 - Insight report (internal teams)
 - Benchmarking report (providers)
- Once setup Benson requires 1-2 hours of P&I team time to upload the raw data



Benson in West Suffolk

- Deployed at WSFT since 2019
- WSFT are part of the provider steering group
- WSFT now has 28 individual users across Operations, Management, Infomatics and Transformation
- We will focus on key areas of influence that Benson has had including:
 - Case study 1: Redesign of Skill Mix
 - Case study 2: Service Level Reviews
 - Case study 3: Application of external Benchmarking

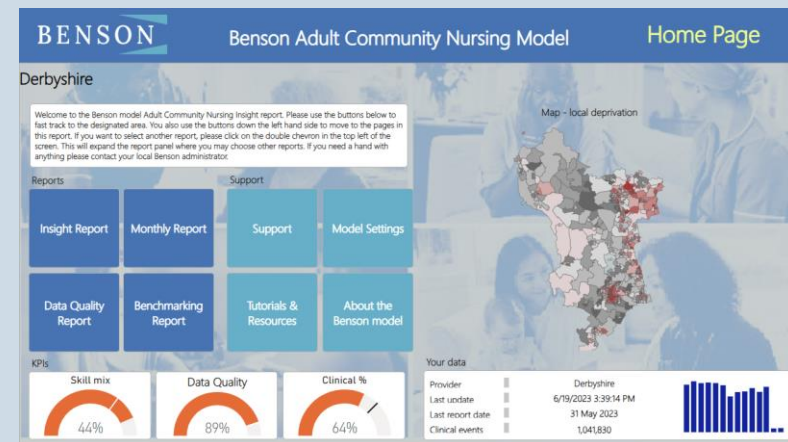
Live referral hotspots



Access

- Originally core leadership team
- Access extended to team leaders and senior nurses
- WSFT users access the online reports via our client portal
- There are two reports
 - Insight report (internal)
 - Benchmarking report (external)
- Users can apply filters to customise reports
- Using the visuals for presentations and reports
- As a prerequisite Benson users need a clear understanding of data quality

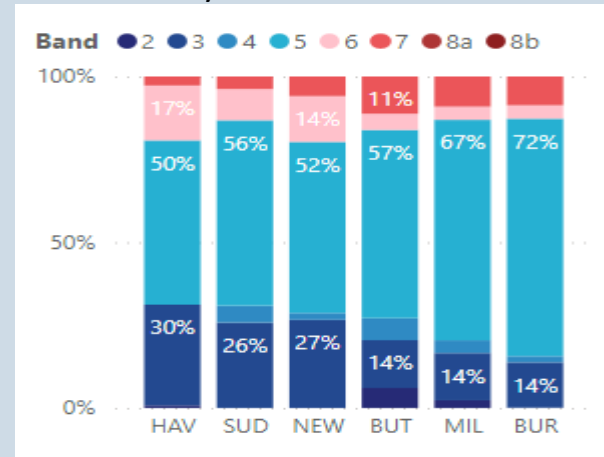
Benson Home Page



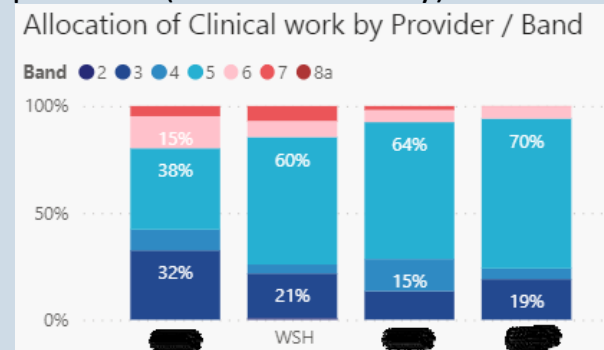
Case Study 1 : New Skill Mix strategy

- The benchmarking provided a new objective perspective
- Informed a business case to increase skill mix
- Demonstrates increased demand on services and evidence the need for additional funding
- Supported new skill mix approach ensuring both safe & cost effective
- Helped introduce new skills to lower bands
- Managers track changes in these outcomes from Benson reports

Allocation by Internal Team



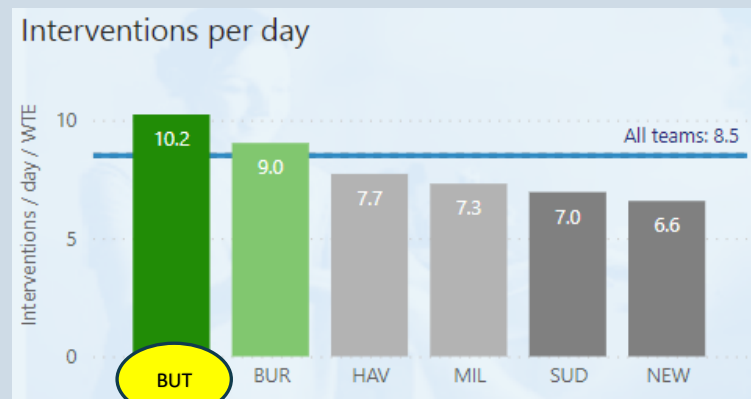
Benchmark allocation vs selected other providers (Wound Care only)



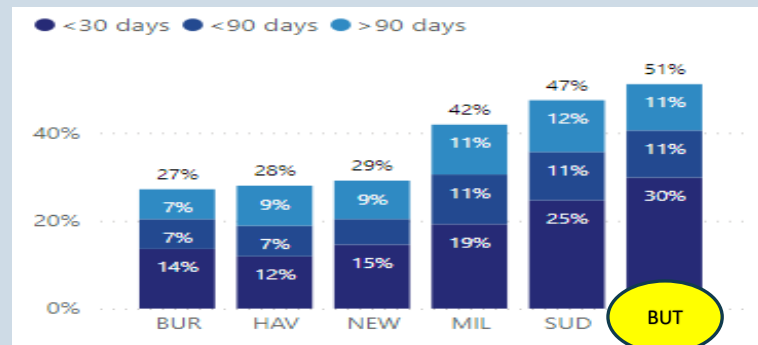
Case Study 2 : Service Level Reviews

- Each CN team have a six-monthly SLR
- They prepare and report their metrics to the executive
- Benson provides evidence of each team's productivity, effectiveness, & risk profile
- e.g. Bury Town (see visuals)
 - High productivity
 - However their re-referral rates are high
 - Are they spread too thin?
- Flags potential issues with team quality and performance

Productivity measure – WSFT Teams (May 23)



% repeat referrals by Internal Team



Case Study 3 : Applying Benchmarking

- The Benchmarking report allows WSFT to compare performance with other providers
- Evidences demand / capacity and provides objective comparison to reassure Exec
- Helps communications with Execs in ICB / assurance
- Provide reassurance to teams
- Evidences strengths and positive outcomes
- Benson reflects CNSST outcomes

Benchmarking metrics



Productivity



Allocation



Caseloads



Delivery Time



Referrals



Staff

Service Planning module

- WSFT have also applied the planning module to:
 - Model future demand
 - Predict future workload
 - Build and run new service scenarios
 - Predict workforce requirements for future years that reflect the complexity in each team
- The planning module takes the baseline service model and applies demand expectations
- Scenario planning allows predicted impacted of changes in delivery model and deployment of new technology
- Helps target future financial sustainability

Benchmarking
module



Planning
module

Workforce Impact vs Establishments



Optimum Workforce Profile

Band	BUR	BUT	HAV	MIL	NEW	SUD	Total
8a	0.0	0.0	0.0	0.0	0.0	0.0	0.0
7	2.4	3.2	1.5	2.9	2.0	2.6	14.6
6	1.8	2.6	1.8	4.5	0.9	2.4	14.1
5	9.2	14.2	8.3	12.3	5.6	12.8	62.3
4	0.0	0.0	0.0	2.5	0.5	0.9	3.9
3	1.8	4.1	2.9	4.3	2.7	5.3	21.1
2	0.0	1.7	0.0	0.0	0.0	0.9	3.0
Total	17.5	29.6	16.6	30.2	15.7	28.4	118.7

Workforce Impact vs Establishments

Band	BUR	BUT	HAV	MIL	NEW	SUD	Total
7	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5	1.70	1.00	0.90	1.00	-0.30	-1.80	2.50
4	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3	0.20	0.60	-1.30	0.00	0.80	0.30	0.70
2	0.00	0.00	0.00	0.00	0.00	0.00	-0.10
Total	2.00	1.60	-0.30	1.00	0.30	-1.50	3.20

Discussion

Your questions?

Leave your email in the comments for more information on:

- Data spec and IG
- Licensing and procurement
- Reports and metrics
- Deliverables
- Implementation
- The planning module
- Application in other disciplines

A standard Benson license costs £24k p.a. for 12 months

The provider trial:

- No cost or obligation
- 2 months from release of reports
- up to 5 users with full online access
- requires 12 months of data
- full access to all reports including Benchmarking

Benson Trial

This gives new users an opportunity to test the model and reports applying their own data

- No cost or obligation
- 3 months from release of reports
- 5 user licenses with full online access
- requires 12 months of data, submitted by provider
- full access to Insight & Benchmarking reports

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