

# Calculating Quality Care

CASE STUDY

Health Data Management & Analytics

## CHALLENGE

- ✓ Improve quality of care
- ✓ Reduce time spent recording data/automate data capture
- ✓ Efficiently measure GP achievements and payments

## SOLUTION

An advanced data capture and management tool that automates data recording and calculates current GP payments and sets aspirational rewards for quality care provision.

## OUTCOMES

- ✓ Improved screening and treatment times and services for serious conditions
- ✓ Planned services for major public health issues (e.g. flu epidemics)
- ✓ Standardise primary medical services

CQRS supports more than 300 measures in multiple frameworks for 40,000 GP practices administering nearly £1 billion in annual payments.



## NHS Digital Implements a National Solution to Calculate Performance-Based Payments

### Challenge: Measuring Quality Healthcare

National health systems are faced with unprecedented demands to improve the quality of care provided alongside the continuous search for new and innovative ways to decrease expenses. To manage these demands organisations are placing significant emphasis on the measurement and analysis of healthcare service quality across care settings. By ensuring the right things are measured at the right time, healthcare organisations can keep pace with the evolving standards of care, introduce intervention strategies and balance the cost of healthcare delivery.

In order to approve quality outcome-related achievement and payments to GP practices and NHS England Area Teams, General Dynamics Health Solutions partnered with NHS Digital to develop the Calculating Quality Reporting Service (CQRS), a quality reward system that calculates healthcare quality measures and performance-based payments.

### Solution: Quality Outcome-Related Payments

Bringing the NHS to the forefront in pay-for-performance practices, CQRS calculates the achievement and remuneration for quality outcome-related incentive payments to over 40,000 GPs and provides the following:

- A cost effective method which supports existing and/or revised payments and new incentives
- Support to other NHS quality related payments
- Ability to function alongside the revised NHS organisational structure, national and local commissioning arrangements to administer payments, incentives and schemes

Relying on the GP extraction Service (GPES) which extracts data held by GP practice clinical systems for reporting and calculating payments, CQRS calculates achievement and payments to service providers for their delivery of national or local quality outcomes, commissioned centrally or locally. The solution provides reports to GP practices and commissioning organisations on achievement of quality outcomes, administering nearly £1 billion in annual payments.

Based on General Dynamics Health Solutions' quality measures solution, CQRS supports more than 300 measures in multiple frameworks – 10 times more than the previous single framework system. CQRS' advanced design:

- Configures easily and quickly
- Supports multiple users/organisations
- Defines multiple quality measurement services within primary care
- Holds codified quality achievement data extracted from GP systems
- Calculates quality achievement scores and payment outcomes at multiple levels
- Provides dynamic, real-time reporting of quality outcomes at the time of data submission
- Adapts easily to support additional disciplines (e.g., nursing, dentistry) and facilitates diverse quality initiatives

By maintaining existing and evolving quality rewards and incentives for multiple quality services, CQRS improves data quality and minimises the time spent by GP practices measuring achievement against nationally and locally defined criteria, providing a true understanding of the value equation in healthcare.

## Results: Quantifying Quality Improvements

CQRS targets the goals of scalability, resilience, availability and performance through four key approaches to provide a truly horizontal, scalable design:

- Network and storage equipment capacity
- Hardware load balancing
- Software-based clustering
- Server virtualisation

## Cost Savings

- Efficiency savings resulting from less time spent by GP practices and commissioners and payment agencies on recording, approving and reporting achievements against nationally defined service criteria
- Streamlines the introduction of quality incentives to healthcare professionals
- Incentivised improvements in the quality of care
- Faster response rates to changes in standards of care
- Supports healthcare transformation by promoting equity and excellence

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