



**Client:** **NHS** - CBSA  
**Project:** **Business Intelligence Extranet**

# Project Summary



## The Client

The Commissioning Business Support Agency (CBSA) represents 17 Primary Care Trusts in the West Midlands as their contract management interface with local hospitals. The CBSA provides:

- Accurate and timely contract management information for both Practice-Based Commissioners and PCTs to manage secondary care contracts more effectively
- Provides 'knowledge-based' information such as comparative or benchmarking analysis throughout the West Midlands
- Provides direct management support in negotiation and dealing with secondary care providers
- Supports the work of co-ordinating PCT's and world class commissioning in the West Midlands

The system used to deliver these services is gradually being replaced by the CBSA using a strategic Microsoft BI platform, including SQL Server data warehouse, Integration Services (SSIS), Analysis Services (SSAS), Reporting Services (SSRS) and Performance Point.

The information delivery platform for users is a Microsoft SharePoint portal.

# Project Summary



## The Business Needs

Under the umbrella of the CBSA approximately £2.7B worth of NHS spend is analysed, costed and presented to the 17

Primary Care Trusts, 18 Secondary Care Trusts and 2000 GP surgeries. This has to be done as timely and efficient

manner whilst maintaining security at a number of differing levels.

Key Requirements were:

- A secure environment to view sensitive data and patient records. This includes KPIs, dashboards, slice and dice analysis/drill downs and reporting
- A design for the delivery of a web based Portal toolset that is the main point of delivery for CBSA services to its staff and PCTs (clients)
- The creation of the Portal and placing it into operation
- A local body of knowledge in CBSA staff that allows the maintenance and subsequent development of the Portal
- The physical environment for development and testing to take place without impact on the operational Portal and its delivery of services

# Project Summary



## Solution

A Business Intelligence Extranet was designed to deliver the following:

- A single point of contact for all defined users to obtain business and operational information from the CBSA and about NHS Commissioning in the West Midlands
- A single point of access to a standard West Midlands wide suite of Business Intelligence and commissioning applications built around the needs of commissioners including contract performance for PCT and Practice Based Commissioners. This includes tools such as risk stratification, planning, forecasting and process monitoring tools to assist commissioners to improve and shape services to meet the needs of their populations
- A single point of entry to a document repository, containing reports from commissioning improvement projects, commissioning policy documentation and business process documentation to support all of the CBSAs business activities. All documents in the portal have document control information such as date modified, modified by etc. and are managed according to a records policy that controls their lifespan
- Improved communications between CBSA internal teams and combined PCT/Trust/CBSA teams by providing discussion groups, moderated where appropriate
- Controlled access to all the data resources and applications that it contains.

# Project Summary



## Business Benefits

Through the CBSA portal, PCTs and practice-based commissioners have access to Up-to-date, relevant, Validated information down to an individual patient level if required - but easily accessible via the best web-based technology around :

- Comparative analysis, KPIs, trends, route cause analysis
- Information on quality of provision (KPIs, dashboards, performance management)
- Impact of new models of care, such as outpatient triage, community schemes for long-term conditions, discharge planning
- Sizing impact for particular PBCs (impact on bed use, spend, etc.)
- Evidenced-based research and justification

# Project Summary



## Solution Features

- Ability for Business Intelligence presentation of KPIs, dashboards and drill down facilities
- Security to limit access providing role based access and single sign on to portal resources
- Personalisation ability for users to tailor to their information needs
- Search to find specific information on the site
- Content management supporting delegated authority for content authors
- Document repository including records management facilities and version control
- Application integration giving single point of access to CBSA applications
- Collaboration tools providing support to CBSA staff in their roles and wider project teams
- Feedback including discussion groups, surveys and subscription services

# Project Structure



## Working with the Client

Combination of on-site consultancy and off-site development

Managed full development lifecycle with a team built around the following services

- Technical Architecture
- Design and application development
- System Testing
- Deployment and handover

## Project Size

- Project team of 3
- Duration 5 months to date, ongoing

## Approach

- Iterative delivery
- Prototyping
- Prince 2 controls
- Mentoring of client staff and knowledge transfer

# Technology Summary



- Microsoft Performance Point Server
- Microsoft SQL Server 2008 Reporting and Analysis Services
- Microsoft Office SharePoint Server
- Microsoft SQL Server 2005
- Windows Server 2003
- Excel Reporting Services



# Analysis Interface

