

Barts Health NHS Trust

## Ensuring its bed model for reducing length of stay was accurate



### Background

Capita's Healthcare intelligence team helped Barts and The London NHS Trust ensure its bed model for reducing length of stay was accurate and reliable. From April 2012 Barts and The London NHS Trust merged with Whipps Cross University Hospital NHS Trust and Newham University Hospital NHS Trust to form Barts Health NHS Trust. Barts and The London NHS Trust started working with CHKS in April 2011 and CHKS has provided consultancy support, in-depth reporting on performance data and training. Ian Riley is Deputy Director of Informatics at the trust. He says this work has been included in board reports, monthly performance reviews, analysis of length of stay data and for market share information. The trust wanted to establish a bed model that could be used to help it establish the optimal number of beds for a new PFI building – where the pressure on bed occupancy rates and reducing length of stay (LOS) would be particularly high.

### What we did

Ian says: "We used the insight provided by CHKS to determine the existing bed day usage and length of stay in the hospital. For the sake of the model we assumed 100 per cent occupancy and based the model on upper quartile LOS." By looking in detail at length of stay the trust was able to find areas where there were problems with the data. For example, data from Accident and Emergency was not being updated frequently enough for the model to work. Speciality level analysis revealed that bed occupancy rates were lower than expected, and as such the 100 per cent bed occupancy rate had to be revised downwards, which in turn had an impact on LOS at specialty-level and bed usage.

### The benefits of working with Capita

The trust has been able to identify areas where the data needed to be updated more frequently for its model work. The team now produces a daily report which shows who is in each bed. With the regularly updated data the trusts is now able to plan reductions in LOS and it has used the bed model for the large PFI project.

"One of the main benefits has been the CHKS consultant support but we also like the dashboard that allows operational managers to see quickly what is happening at specialty level. We've had more users engaged in using it in nine months than we had in three years with our previous system."

**Ian Riley**, Deputy Director of Informatics.

### Find out more

Visit [www.capita.co.uk/healthandwellbeing](http://www.capita.co.uk/healthandwellbeing)

Or contact us at: [info@chks.co.uk](mailto:info@chks.co.uk)

 01789 761600