

CAPITA

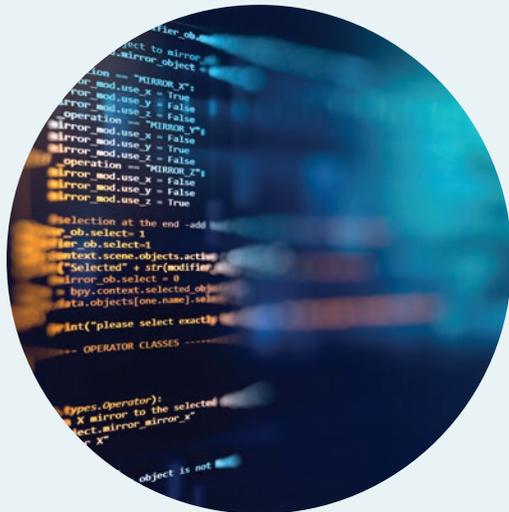
Healthcare Decisions

Transforming healthcare



About us

We bring together talent and technology to power healthcare decision making and create sustainable health services that are built around informed citizens.



We transform healthcare

We improve healthcare globally through the application of talent and technology. We do this by designing and delivering proven, market leading products and services that address the biggest challenges facing healthcare systems today.

For over 27 years we have been developing market-leading analytics, decision support tools and quality programmes that improve quality, safety and efficiency along the full patient journey.

Who we work with and deliver services to

We empower citizens to make informed decisions about their health, clinicians to ensure they are accurate in their clinical decision making, providers to deliver high quality, cost-effective services, commissioners to select the right services and clinical support teams to ensure that process and data are right first time.

From hospitals in Ireland to telephone triage in Australia, we are proud of the reputation we have built for delivering exceptional products and services that improve the health of our communities.



Our challenge

Healthcare systems around the world face an immediate pressure to transform in the face of unprecedented demand and financial constraint.

In healthcare now more than ever, good decision making is everything.

Patient outcomes, safety, service quality, organisational efficiency and financial control all depend on confident, consistent, and auditable decision-making.

Those decisions require the most up-to-date information, knowledge, talent and technology – which is exactly what we provide.

Our people

We are passionate about making a difference in health. Our highly-experienced team of clinicians, technologists, quality improvement professionals and health data experts has a track record of delivering innovative, successful and large-scale solutions around the world.

We have the knowledge and expertise to enable healthcare organisations create high quality, financially sustainable health services that are built around the service user.

Did you know?

- Our clinical triage software supports the care of 320 million people each day and is the most widely used system in the world.
- We audit over 200,000 patient episodes every year to ensure patient information and NHS payments are accurate.
- We provide independent assurance of service quality and safety for 245 health and care sites worldwide.

With experience gained from the NHS, government, independent healthcare providers and the wider private sector, we offer challenge and support in equal measure to help you achieve what you never thought possible.



Our products and services

Care quality, accreditation and assurance

We understand what excellence looks like and will show you how to achieve it.

Our quality improvement tools, healthcare standards and accreditation services will ensure your organisation is delivering the safest, highest quality care to patients and service users.

As a 'CQC Official Information Source', our accreditation programmes provide formal evidence for your CQC inspection and demonstrate your commitment to continuous quality improvement.

"The service provided to us is fantastic. We receive expert advice and guidance that we can trust and which enables us to monitor performance and service delivery."

Patricia Snell, Deputy Director,
Quality Improvement & Patient Safety,
Guy's & St Thomas' NHS Foundation Trust

"CHKS accreditation has brought consistency, confidence and credibility. In addition, it means employees throughout the company have taken on greater responsibility for processes in their area of work, which helps to reduce risk."

Chris Goodyer, Quality and Risk Manager,
Centric Health



Analytics and insight

We turn data into actionable information so that you can make the right decisions at the right time.

Our CHKS experts understand health data inside out. They apply years of insight to integrated clinical, operational and financial datasets to cut through the noise and get straight to the information that matters.

From providing assurance of care quality to identifying unwarranted variation or analysing the impact of proposed changes, we are the healthcare analysts of choice. We will show you how to use data and benchmarking at individual, organisation and population level to inform and sustain improvements in quality, safety and efficiency.

“By measuring everyone’s performance we felt we could begin to have conversations about variance in performance for the same procedure and where appropriate challenge in a more constructive way.”

Taffy Gatawa, Head of Patient Safety and Quality,
The Royal Surrey County NHS Foundation Trust

Accurate data

Proven technology

Unrivalled insight

powered by



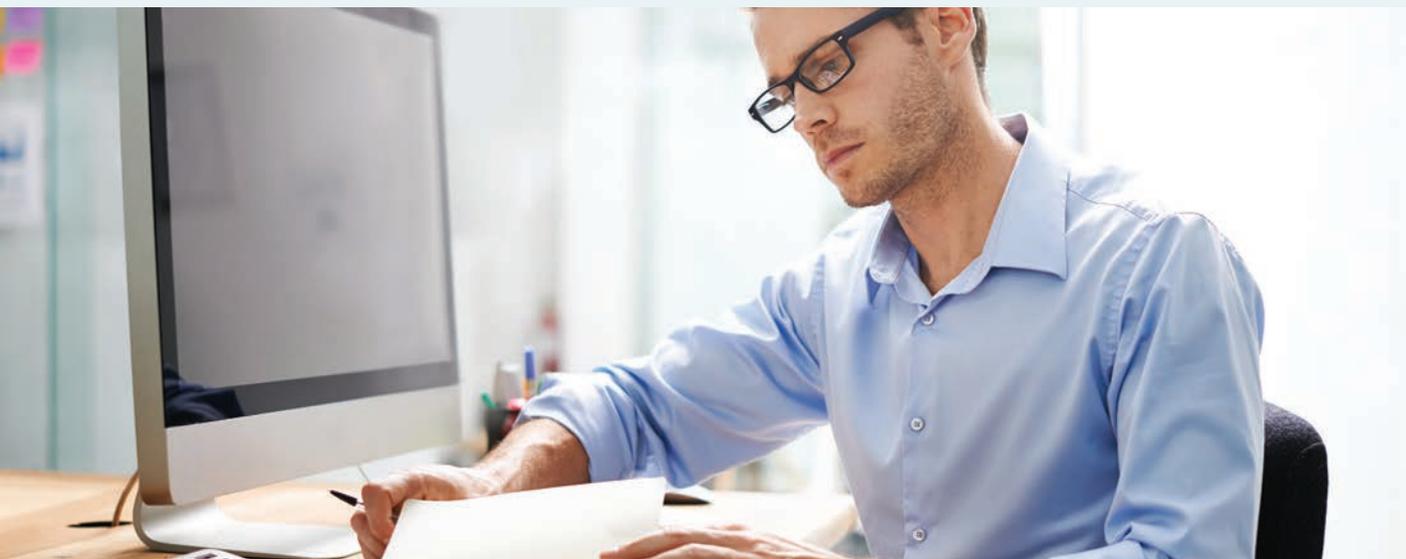
Patient relationship and service demand management

Safe and efficient health services depend on our ability to manage demand, create the right care pathways and keep patients flowing through the system.

We offer analytics tools, decision support technology and a patient relationship management system built on familiar Microsoft technology.

These enable health services to better understand service demand, support clinician and patient decision making and make best use of healthcare resources.

Right care, right place, right time.



Patient administration and data management

Outstanding clinical services need outstanding administration support processes.

Errors in waiting lists, clinical coding or patient records create unnecessary clinical and financial risk. These risks can compromise the service quality and reputation of a healthcare provider, not to mention generating significant unnecessary costs.

Whether clinical coding, waiting list admin or data management we believe that right first time should be the only acceptable standard for clinical administrative processes.

Waiting list management is a central part of high quality clinical service delivery. Problems with waiting list management lead to patient risk, costly corrective action and inaccurate reporting.

Whether a result of PAS/EPR implementation, patient administration errors or a lack of capacity, regaining a grip of waiting list management is a critical job that our Cymbio team can help with.

powered by



We are the largest private provider of clinical coding services in the UK. We ensure gold-standard data and payment accuracy in healthcare.

Our experienced team of qualified clinical coders audit coding departments and patient records to provide assurance of quality and accuracy.

They offer advice and corrective action to help you get your data right first time.

We also provide extra coding capacity to make sure coding and data quality standards are continuously maintained.

powered by



"The Cymbio team took a supportive and constructive approach, recognising that improvement relied on the successful adoption of the new operating procedures. Cymbio was instrumental in making sure staff felt listened to and could play a part in changing our systems and processes."

Liz Fellows, Assistant Director of Operations,
East Sussex Healthcare NHS Trust

Clinical decision support

Up to date and evidence-based clinical information is the bedrock of safe healthcare services.

Our clinical content is used in decision support tools to help clinicians assess a patient's presenting symptoms and the severity of the situation, and also for a patient to self assess via a channel and device of their choice.

Questions lead to an evidence-based outcome, and an efficient and timely referral to appropriate care. Robust clinical governance processes underpin our content management and ensure that we deliver high quality, relevant and safe content for both clinicians and patients. Our internal clinical authoring team of doctors and nurses continuously review and update content.

"An ageing population, the growth of digital by default and patients that are often living in rural or remote locations has made online access a vital part of the way we ensure that all Australians receive good quality health advice and assessment.

"The Symptom Checker places users at the centre of decision-making by guiding them to the appropriate healthcare option based on their current symptoms, helping them find local health services, and providing links to further information about their symptoms and possible causes."

Anton Donker, Chief Information Officer,
Healthdirect Australia

Celebrating and sharing best practice

Continuous improvement means learning, sharing and celebrating best practice.

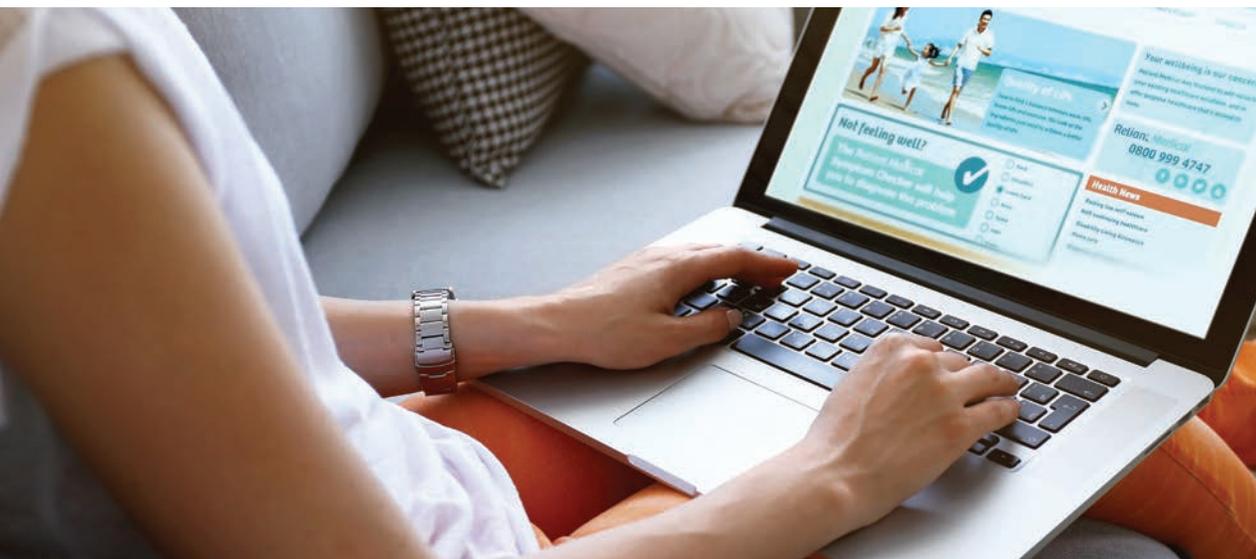
Success is about understanding what excellent looks like and how to get there. We make this easy for you through our CHKS Top Hospitals Programme.

Every year we benchmark every UK health organisation on a wide range of clinical and operational indicators to identify the best in class.

Top performers in care quality, safety, and patient experience are recognised at our annual CHKS Top Hospitals Awards - **the only data-driven healthcare awards in the world.**

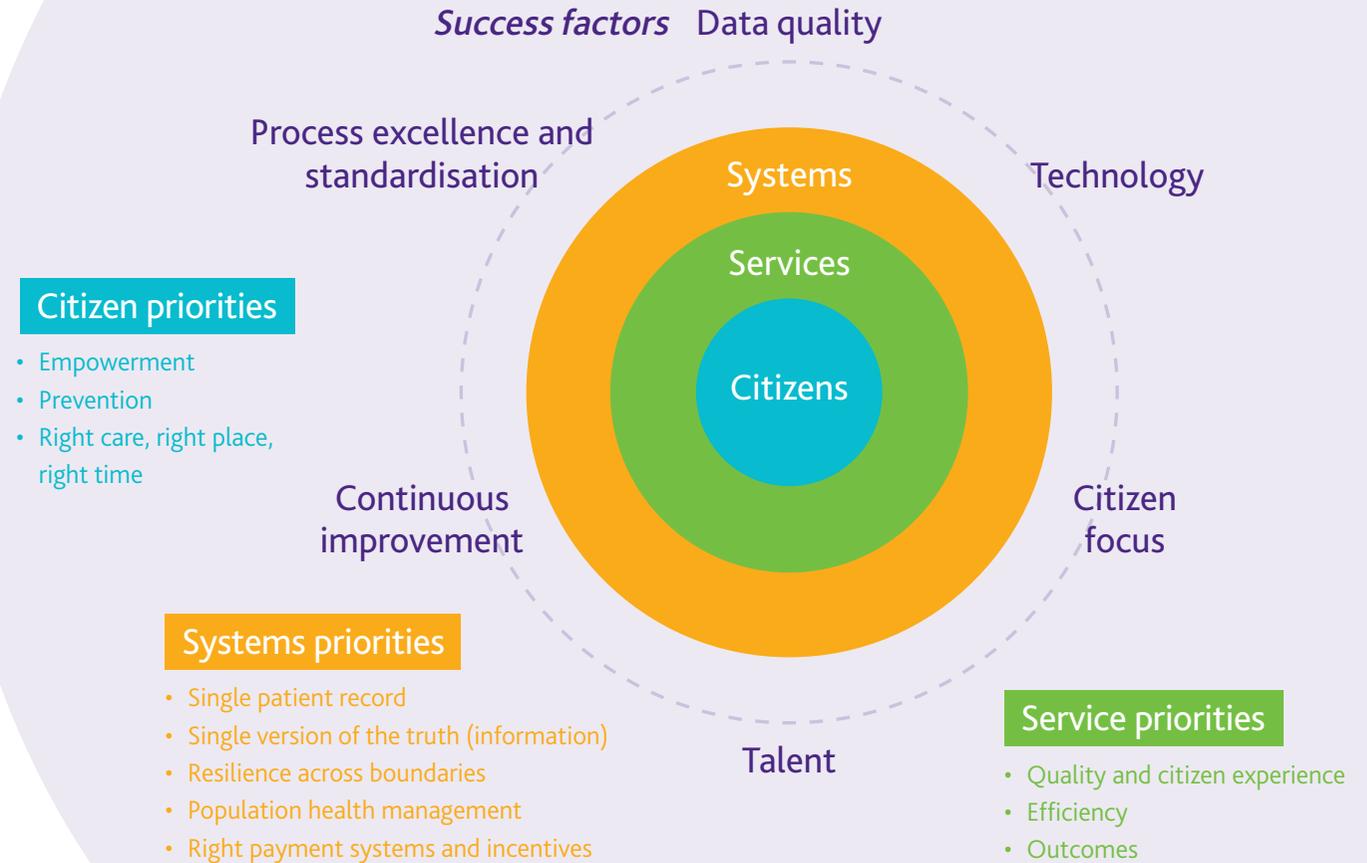
Our annual events programme provides an invaluable opportunity to see best practice in action at winning organisations and learn from colleagues across the health sector.

Contact us for a free Top Hospitals analysis of your organisation and more information about our events.



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Contact us

Capita Healthcare Decisions
First Floor, MidPoint, Alencon Link
Basingstoke, Hampshire RG21 7PP

+ 44 (0) 1256 337300 (UK)

healthcaredecisions@capita.co.uk

capitahealthcaredecisions.com