

# Empowering East & North Hertfordshire NHS Trust's transitioning team with tailored guidance and enhanced support for seamless transition



## Executive Summary

East and North Hertfordshire NHS Trust sought IQVIA's support when facing the challenge of losing key team members and onboarding a new team with limited experience. They opted for tailored guidance to ensure a seamless transition and operational efficiency, prioritising a deeper understanding of their model and flexibility for modifications.

The IQVIA Costing Team offered expert guidance, prompt query resolution, and collaborated with the hospital team to refine their costing model. This partnership facilitated smooth transitions and upheld operational effectiveness for the hospital.

## The Challenge

The hospital experienced a significant change when key members of their costing team moved on, leaving a new team to take over the management of their cost model. While capable and eager to step into their roles, the team needed additional support to navigate the intricacies of their cost model.

## The Solution

IQVIA provided a customised support package designed to address the Trust's immediate challenges while empowering the new team for long-term success:

- **On-Demand Guidance:** We became the team's go-to resource, answering questions and troubleshooting issues as they arose. This ensured the team felt supported every step of the way.
- **Costing Model Development:** We worked collaboratively with the team to implement necessary updates and enhancements to the costing model. Our hands-on approach ensured that changes were accurate and aligned with the hospital's requirements as well as best practice.
- **Knowledge Transfer:** Recognising the loss of institutional knowledge, we prioritised skill-building and knowledge sharing to equip the new team with the expertise needed to manage the model confidently in the future.
- **Comprehensive In-Person Training:** resulted in the team developing detailed documentation and gaining confidence in managing the costing model effectively. This support facilitated a seamless transfer of knowledge within the organization.

## Impact

Our partnership delivered significant value to East and North Hertfordshire NHS Trust:

### Operational Stability:



Team transition did not affect costing accuracy, enabling seamless decisions

### Bridging Knowledge Gaps



New team quickly gained skills to manage costing independently

### Efficiency Gains



Promptly addressing queries saved valuable time

### Improved Functionality



Enhancements ensured reliability for financial planning



Our experience of the IQVIA enhanced support package has been excellent. I'm not sure what we would have done without the IQVIA team's knowledge and support. The benefits of the service are huge. Not only is our National Cost Collection submission ready in advance of deadlines, but we also now have greater confidence in the cost data we're producing and can start to embrace using our PLICS data to drive efficiencies and reduce cost and clinical variations across the trust.

We are in a very different position now to when we didn't have the enhanced support which is thanks to IQVIA.



**Liz Lawrence**

Head of Income, Financial Planning,  
Costing & Data Quality