



IQVIA CONNECTION

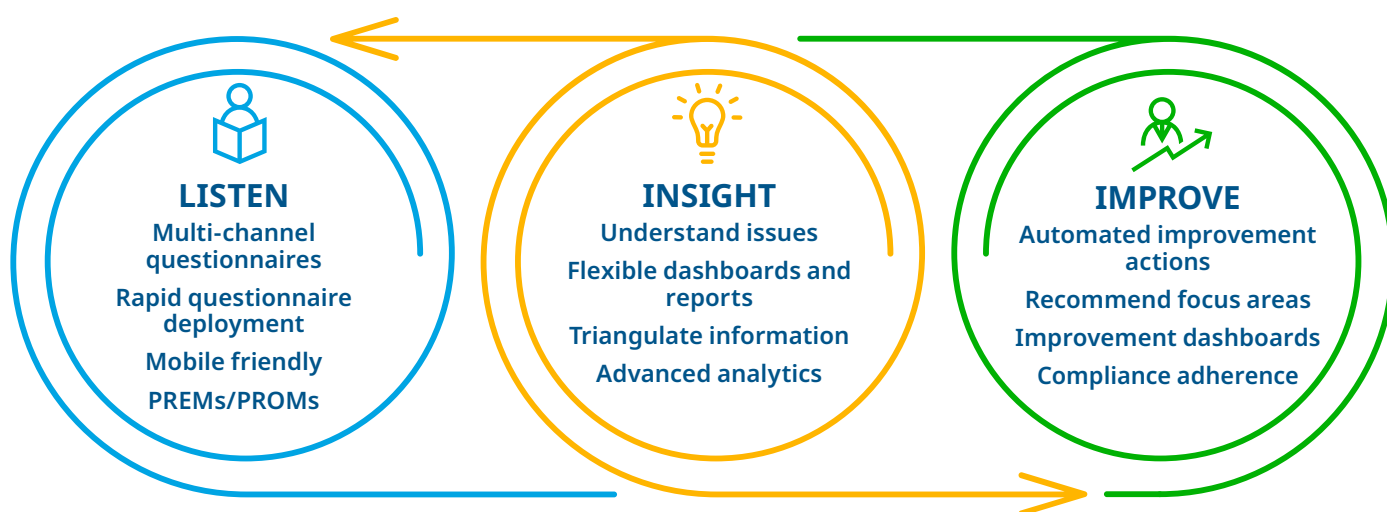
*Market leading, real-time solution for PREMs,
PROMs and audit management*

WHY IQVIA CONNECTION IS THE LEADING ELECTRONIC SURVEY SOLUTION IN HEALTHCARE

Patient Experience, Audit and Outcomes Management is a challenge at the heart of successful healthcare, it is no longer enough to simply listen to feedback, with our help you can find a way to get the most value for your organisation.

GET THE RIGHT INFORMATION TO THE RIGHT PEOPLE IN REAL-TIME, TO ALLOW REMEDIAL ACTIVITY

IQVIA is the market leader in digital, automated solutions to manage experience and audit processes from end to end. Using multi-channel data collection methods (including paper, online, IVR, data capture devices and SMS) we provide a level of insight into your organisation that will enable continuous service improvement.



IQVIA gives you a deeper level of analysis of your data, using it to drive positive transformation:

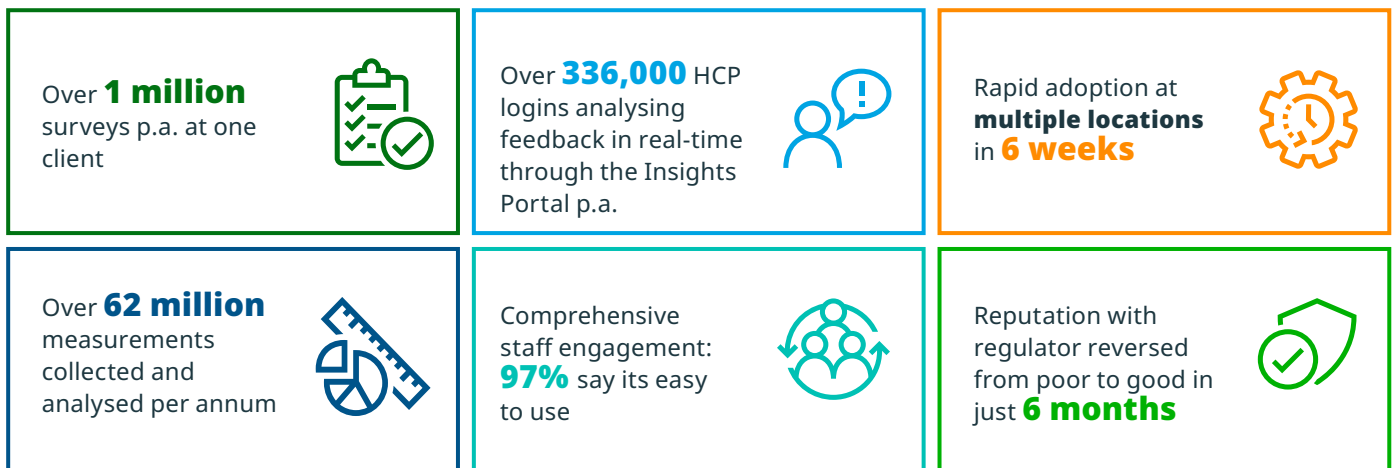
- A clear profile of your patients and an understanding of how they experience your services
- How patient experience sits with other key data such as staffing levels
- How everyone is performing – insight into the organisation at a Trust wide level down to the lowest level of the organisation
- What is influencing positive experience and where should we focus our limited resources to improve?
- Identify and promote best practice

Having first launched the service in 2003, we have delivered patient experience, audit and outcomes services to the NHS since 2009.

HOW WE ARE HELPING OUR CLIENTS

- **Develop engagement** with users, influencers and observers
- **Create actionable insights** to prompt change and improve patient experience
- **Ensure governance and compliance** requirements are met rapidly and efficiently
- **Improve service, cut cost**, secure revenue and enhance reputation
- **Measure patient health state** through standard outcome measures

DEMONSTRATING VALUABLE CLIENT BENEFITS



KEY FEATURES DELIVER ACTIONABLE INSIGHTS WITH EASE

- Integration with other systems to import / export data e.g. triangulation with incidents, staffing levels, etc
- Can incorporate any PRO instrument, such as EQ-5D or EQ-5D-VAS
- Market leading multi-channel and real time questionnaire capture
- Reporting provides improvement insights at all levels within an organisation
- Cloud based SaaS and fully managed service with quick turnaround

THREE POWERFUL MODULES



PATIENT EXPERIENCE

DELIVERING RELEVANT HEALTHCARE INFORMATION TO THE RIGHT PEOPLE

WHAT DO WE OFFER?

The IQVIA™ Patient Experience Management module uses multiple channels to collect feedback, including both digital and paper-based methods. All information is held in the same secure database, driving significant cost out of the data capture process and creating a real time view of results.

We support the collection of both standardised objective Patient Reported Experience Measures (PREMs, e.g. FFT) and more qualitative insights directly from patients.

Results are delivered in real-time to the relevant people. Our clients ultimately decide upon the appropriate healthcare actions but we can assist them in the definition and execution of appropriate

responses to their feedback. Some of the actions that can be generated include:

- Alerts and actions raised on the back of poor feedback
- Scheduling for further contact by email, telephone or post
- Direction of specific experience data to relevant staff, e.g. consultant, audit team, ward area, etc

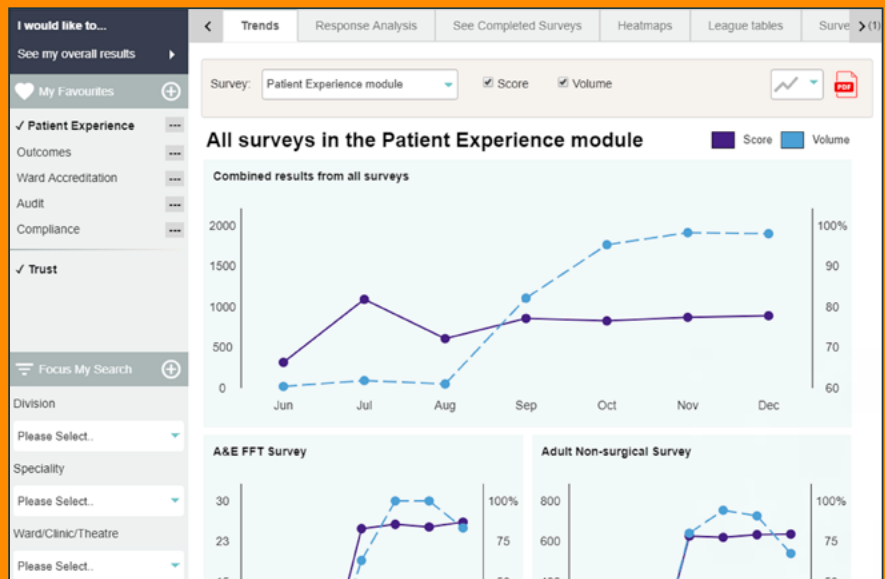
One of the advantages of using the IQVIA™ Patient Experience Management module is that actions arising from feedback can be initiated immediately on a fully automated basis.



WHAT DOES IT LOOK LIKE?

At the heart of the Patient Experience Management module is the broad range of reports developed from our experience of working with the NHS. There are some exceptional features including:

- Real-time access of results
- Reports specifically designed to meet Health Provider requirements
- Dashboard summary of key data
- Trend Analysis
- Drill down capability to investigate data and isolate areas for further review
- Integrity checking & alerts - cross checking with other data sources
- Comment Analysis – based on date range, organisational structure, themes, sentiment or specific words



AUDIT

QUALITY AUDITING THAT IS LESS TIME CONSUMING AND MORE INFORMATIVE

WHAT DO WE OFFER?

The Audit module provides a quality, end to end auditing solution, simultaneously making auditing a less time consuming and more informative process. Specifically the solution offers:

- **Data Capture Devices** – Provided 'ready to use' with full training and support
- **A Library of Audits** – Access to an extensive library of healthcare specific audit templates, ready to use at no extra cost, such as Ward Accreditation, Quality Accreditation and Nursing Metrics
- **Audit Planning** tools for scheduling, monitoring and management of the audit process
- **Reporting** – Real-time reporting views available from ward to board
- **Actions, Action Plans & Alerts** – Turn information into action through real time alerts of issues & non-compliance
- **Action Reporting & Escalation** – Monitor progress of improvements, actions, and escalate within an organisation



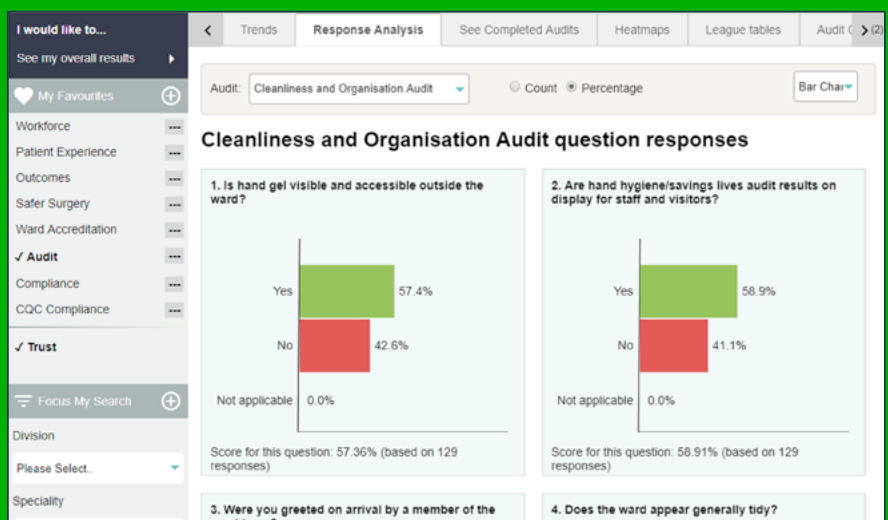
WHAT DOES IT LOOK LIKE?

IQVIA™ Audit Management has an easy to view completion matrix enabling the organisation to see, at a glance, the current status of audit activity and any identified risks, with an alert being sent to a relevant member of staff as determined by your Trust hierarchy.

Reporting dashboards can be created to show performance against internally defined metrics ensuring that they reflect the priorities of the Provider. They can also be set to reflect the CQC key lines of enquiry.

Standard reporting includes:

- **Trend Analysis** – view trend results for specific audit activity at summary, speciality or ward level
- **RAG Analysis** – view performance against targets and benchmarks on a RAG style report
- **Comment Analysis** – comments can be recalled for any given time period, at any level of the hierarchy
- **League Tables** – allowing league tabling at audit, section and question level



PATIENT OUTCOMES

DEEP INSIGHT, GENERATING FAST, MEASURABLE AND SIGNIFICANT IMPACT

WHAT DO WE OFFER?

The IQVIA™ Patient Outcomes Management module collects Patient Reported Outcomes (PROs) by tracking a patient's journey through their care and delivering outcome questionnaires at the right stage of treatment. All components of the solution have been developed to meet the requirements of NHS organisations and it supports internationally recognised PRO instruments, such as EuroQol's EQ-5D.

This enables you to identify trends, health states and to understand what you can do to achieve the best possible outcome at each stage of the patient journey - all based on direct patient input.

IQVIA benefit from deep experience of working with PROMs, we offer a complete, scalable solution with the benefit of integration with other experience and audit data in one user-friendly real-time reporting dashboard, whilst also providing the opportunity to tailor reports and analyse the data in depth.

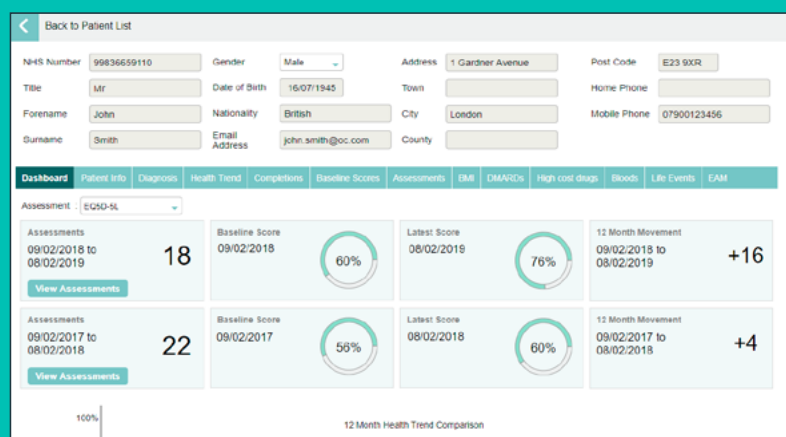
The introduction of the IQVIA Patient Outcomes Management module will generate fast, measurable and significant impact including:

- **Flexibility** – We support any PRO instrument. PROs can be completed by clinicians or by patients using a patient portal
- **Staff time preserved** – No collation or management of questionnaires and data is required
- **Costs reduced** – The replacement of paper questionnaires, including storage and courier costs, with a streamlined electronic process
- **Effectiveness improved** – Ensuring the delivery of the appropriate questionnaire, at the right time, to the right patient
- **Quality improved** – Automated validation of response data
- **Timeliness improved** – Real-time delivery of data; no batching of questionnaires on the ward
- **Health State** – Ability to measure change in health state and patient journey for an individual patient and across cohorts



WHAT DOES IT LOOK LIKE?

A key feature of the Patient Outcomes Management module is the option to move beyond measurement. A real-time action planning process with automated messages (email, SMS etc) being sent to relevant staff as soon as benchmarks are breached or results move off-trend. An automated management system monitors and directs actions and contingent processes.



MANAGED SERVICE

ACHIEVE BEST PRACTICE IN THE FACE OF INCREASING COMPLEXITY

Whether you use the entire Patient Experience, Audit and Outcomes solution or just one or two modules, our Managed Service offering is there to ensure you can concentrate on maximizing the value you get from your investment.

Our UK based managed services team will have you up and running within 6 weeks with reporting built around your local requirements. As an IQVIA customer, you will be assigned a named contact within the managed services team as well as a Client Manager. Their role is to ensure we understand YOUR needs in order to help you get the best out of the solution. Some of the benefits our clients get from the managed service include:

- Advanced features are introduced and managed extensively by the managed services team with best practice being continuously maintained
- Time saved operating and updating Experience, Audit and Outcome programmes
- Changes in regulatory and NHS requirements are anticipated and managed by IQVIA and reflected in the solution
- The increasing complexity of Patient Experience, Audit and Outcome programmes are managed by IQVIA
- Tailored system configuration to ensure maximum staff engagement
- No training required



"This system has enabled me, as a clinician, to have the PROMs at my fingertips, which has led to improved informed decisions about patient care. The versatility of being able to add patient-related data will improve accuracy and is invaluable for both clinical care and research."

Raj Sengupta, Consultant Rheumatologist, Royal National Hospital for Rheumatic Disease

CONTACT US

To know more about our NHS solutions, visit www.iqvia.com/uk-nhs-solutions
If you want to learn more about how our solutions can specifically
help your Trust to improve value and patient outcomes,
please contact +44 (0) 1785 238 009 or nhssolutions@iqvia.com

