



IQVIA Business Intelligence and Data Warehouse

GCloud 15 Service Definition

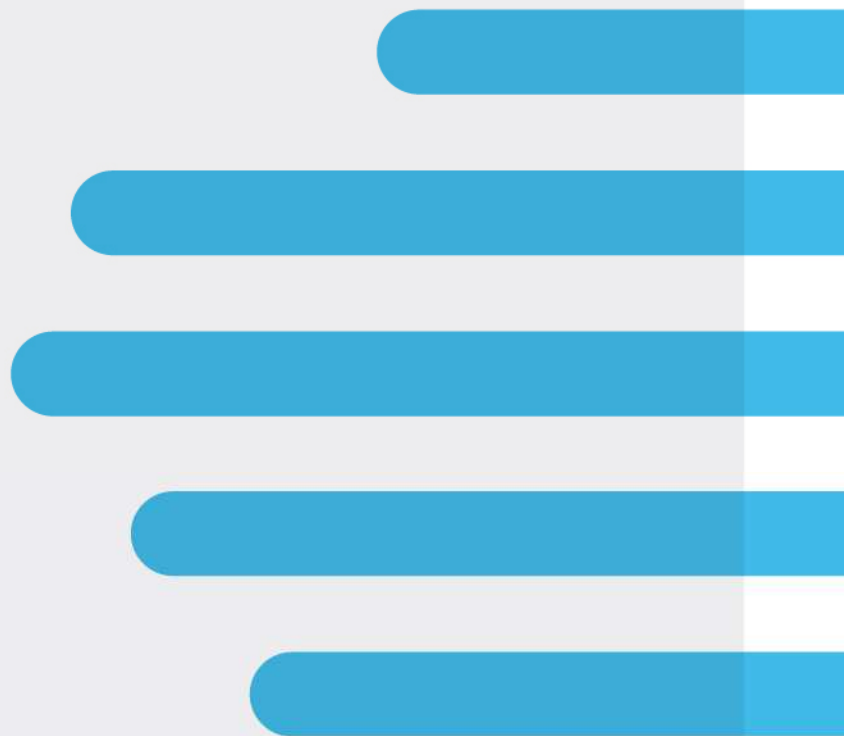


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SERVICE OVERVIEW

The scale of the NHS means it generates vast amounts of information, with over 5 million GP consultations and 3 million hospital visits happening each week in England alone. This data is a huge asset for the NHS, and there's real potential to use it to help improve outcomes for patients.

There is a recognition that a skilled workforce that can manipulate, analyse, and interpret data is essential for a modern health care system. However, there is a widely acknowledged problem that health services often cannot access the right level of skilled analysts or the analysts they have are too busy. With no one addressing the gap with a need for repeatable healthcare analytics

IQVIA's daily engagement with hospitals, its healthcare heritage with the most successful healthcare solution deployments, specialist consultancy skill recognition and networks in healthcare has proven to be key in bridging the identified market gap between BI products and consultancy provision. Healthcare organizations, now more than ever are driven to use data to:

- help policymakers get a better understanding of the thorniest problems with service delivery facing the NHS
- monitor the quality of care being delivered over time, so that problems can be identified as soon as possible
- produce information for patients about the possible long-term outcomes following treatment so that they know what to expect
- increase visibility, quality, safety, and efficiency by applying analytics.

IQVIA can provide deep business analytics, business intelligence solutions coupled with operational and strategic consultancy. The four core strands of the business can provide customers with:

- A suite of Business Intelligence solutions, utilising BI Tools and Data warehouse structure, born out of healthcare insights gained from IQVIA's consulting and Data Warehouse activities. IQVIA have embraced these technologies and improved upon the value it brings enterprises.
- Analysis Services, business planning, turnaround strategies, insight and analysis delivered by our team of specialists. Our business expertise and integration techniques help us to ensure that our core products are embedded within organizations to inject fresh impetus and insight.
- Training and Support Services; let us help you build your technical skills to make the most of self-service business intelligence platforms and enable collaboration across the organization. Incorporating classroom training, virtual webinars and online resources we will enable your organization to develop key skills to generate insightful analytics. IQVIA can also support the licensing, deployment and maintenance of your BI estate.

- A Clinical and Operational Service Improvement strand ensures that healthcare enterprise clients have hands on support and experience in how to use the intelligence to innovate by using analytics.

IQVIA's data warehouse solution offers an enterprise scale configurable, off-the-shelf solution that enables your Trust to capture data compliant with the NHS Data Dictionary, built in partnership with a number of healthcare providers.

The pre-built packages allow the automated and rapid loading of the core NHS inpatient, outpatient, emergency care and community data sets to support the generation of key extract submissions to NHS Digital such as CDS, ECDS, MSDS, MHSDS and CSDS.

The quality-checked data is then available via as easy-to-understand common data model for consumption in reporting and analytical solutions to enable the Trust to analyze its activity in a timely and consistent manner from a single version of the truth.

The solution supports the capture of supplementary data sets such as Radiology and Pathology to provide a much richer suite of data for more in-depth analysis of Trust performance.

The solutions extensible framework supports the development of local data modules and IQVIA can work closely with the Trust to provide training and consultancy to ensure the successfully delivery of a modern, fit-for-purpose NHS focused data warehouse, freeing up Trust resources from the challenges typically associated with data management to focus on value-add activities.

The solution can be deployed locally or in the cloud to align with NHS Digital's 'Internet First' policy and IQVIA can help you with every step of the deployment through its experienced and expert Data Warehousing team.

Our Approach

Our comprehensive and broad range of BI services allows us to undertake a thorough audit and assessment of your existing BI infrastructure. The result of such an assessment allows us to customize our recommendations around your existing infrastructure which will help limit the impact and interference with your day-to-day business whilst keeping costs down

The Assessment Phase

Our Assessment phase assists your organization in Business Intelligence by providing insight into your organization's BI maturity and a route forward. Following a concise assessment, our experts deliver pragmatic diagnostics of critical areas: strategies, measures, policies & standards, technology, processes and information management. This is achieved through interviews and questionnaires involving business and IT stakeholders from several departments.

We focus on a short-term program for fast delivery and ROI, as well as a long-term plan to support the organization's strategy and performance. The proposed evolution pathway enables major process improvements that will facilitate operational excellence.

The Creation Phase

After guiding your organisation in redefining an appropriate BI roadmap, IQVIA is the ideal partner for delivering the execution using our BI Centre of Excellence service. This incorporates a number of key components:

- BI architecture (framework & best practices)
- Data quality, Data Governance & Master Data Management
- Data Migration
- Data Warehousing & Data Integration
- Reporting, Dashboards & Alerting capabilities

For each of these components, our BI Centre of Excellence brings together the processes, KPIs, methodologies and best practices that have been acquired from numerous IQVIA projects. Leveraging this collective experience means that we can deliver a cost-effective, valuable and scalable BI solution.

The Output Phase

Producing impressive reports off the back of your BI is often not quite enough. There will be a number of powerful information assets hidden in your BI environment. We can help you extract these and become a more predictive company.

We address questions such as: "What happens next?" and "What's the best that can happen?" or define "What-if" scenarios. The answers to these questions will help you forecast and find interrelated measures required to predict bottlenecks and improve performance of your resource and financial investment allocation. This will in turn help you identify your most effective activities and profitable services, enabling you to optimize service improvement.

Our BI services help you to move from reactive to proactive decision making.

Data Treatment & Statistical Analysis

Our statisticians and domain experts help you with data mining previously unknown relationships between various elements of your business, predictive analytics, and information quality projects.

- *Statistical Application Development:* We develop statistical data warehouses with the market's most widely used tools to provide you with a solid basis for your business analytics.
- *Cooperation Projects:* We bring in our expertise in methodology and statistics, but we also work together with industry experts through custom trainings, hands-on workshops, and seminars, to find the most appropriate solution for your business.

Service Benefits

- Supports generation of mandated NHS Extracts submissions such as CDS, ECDS, MSDS, MHSDS, CSDS, etc.
- Embellish core-analytics with supplementary data sets such as
- Proven and repeatable approach to delivering actionable insights.
- Access to extensive healthcare knowledge base, including expertise in Payment by Results, Patient Level Information and Costing Systems, Clinical Coding Analytics, Referral To Treatment Analytics, etc.
- Access to proven expertise in Artificial Intelligence, including Machine Learning and Natural Language Processing capabilities.
- Compliant with NHS “Internet First” Policy.

Contact IQVIA

For further information about this service please contact us at:

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