



Elective Care Capacity Management Service Definition

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***MedModus** - The analytics partner of choice for healthcare organisations who are focused on delivering measurable benefit.*

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1. About MedModus

MedModus is a healthcare business intelligence (BI) and staff scheduling solutions company focused on delivering shorter waiting times for patients. Our team of highly skilled data analysts has extensive experience assisting front line clinical and administrative staff with their BI and data

management needs. Our customers include both health and non-health organisations in Ireland and Europe. We provide fully managed or tailored SaaS Healthcare BI services powered by Microsoft Fabric.

2. Our Philosophy

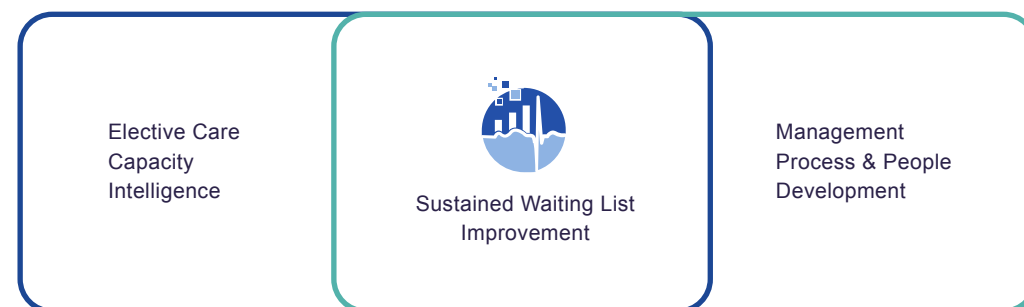
A BI system, irrespective of how sophisticated it is, will not deliver sustained waiting list or productivity improvement. Once off service capacity and waiting list reduction investments also fail to sustain results. Too often we have seen sophisticated data systems underutilised, and well-intentioned initiatives consume funding and staff energy but fail to deliver sustained waiting list reduction.

reform efforts, you must also invest in developing a data driven action focused management process and manager mindset.

Our Elective Care Capacity Management platform and management process drives sustained waiting list improvement led by your people.

The key lesson we have learned from our many years of working with hospital managers and their front-line teams is that to get a sustained return on your elective service

3. Our Elective Care Capacity Management Offering



- Rapid elective care data extraction from multiple healthcare systems
- Secure elective care recovery decision-making tools powered by Microsoft Fabric/Power BI
- “At a glance” visualisation of variation in capacity utilisation
- Embedded action and project tracker to ensure accountability
- On-call business analyst support
- Automated email distribution of scheduled high-priority reports
- Flexible manual data capture and management where automated feeds are not yet available

- “Measurement for improvement” training designed to develop a shared data driven decision making language and mindset
- “On the job” coaching on how to deliver continuous improvement via data driven action focused meetings
- Data driven facilitation on clinical team to agree their actual service capacity and achievable waiting list reduction targets
- Advice on practical organisational change actions designed to foster a bottom-up data driven decision making culture
- Training of your own analysts in Power BI and how to develop their own reports by accessing MedModus data models

4. Key Features of Our Offering

The Elective Care Capacity Management service combines analytics, operational tools, and structured

management support to enable sustained control of elective demand, capacity, and waiting lists.

4.1 Elective Care Capacity Intelligence

The platform provides clear, role-appropriate visibility of elective capacity, demand, and utilisation across hospitals, specialties, consultants, and clinics, including:

At-a-glance visualisation of planned versus actual clinic and specialty capacity utilisation

- Forecasted clinic appointment slot availability
- Retrospective analysis of clinic capacity utilisation
- Analysis of reasons for underutilised capacity, including:
 - Did Not Attend (DNA)
 - Patient cancellations
 - Staff unavailability and related causes
- Trends in referral demand
- Waiting list trends at hospital, specialty, consultant, and condition level
- Chronological ordering analysis, including long waiters versus newly referred patients

These views support proactive identification of emerging pressure points and opportunities to improve capacity use.

4.2 Waiting List and Capacity Management Tools

The service includes practical, data-driven tools designed to support day-to-day elective care management, including:

- Dynamic waiting list management tools to identify patients requiring booking or re-booking to meet agreed clearance targets
- Real-time appointment slot availability reporting to support rapid back-filling of cancelled appointments
- Tracking of actual versus agreed waiting list clearance trajectories
- Capacity utilisation vs. available capacity defined with clinical input
- Tools to support realistic waiting list clearance target setting

These tools are designed to support operational decision-making rather than retrospective reporting.

4.3 Embedded Action and Project Tracking

To support consistent follow-through and accountability, the service includes integrated action and initiative tracking functionality, including:

- In-meeting electronic capture and allocation of agreed actions
- Automated notification of actions to responsible individuals
- Ability to record action updates and notes
- Tracking of action age against agreed deadlines
- Visibility of project and initiative status, risks and issues

This ensures insight is directly linked to action and delivery.

4.4 Management Process and People Development

The service is complemented by structured management and capability development support, including:

- “Measurement for improvement training” – fun & practical learning experience designed to develop a shared understanding of elective care measurement terms, how to analyse data variation and what is meant by a “data driven action focused” service management process.
- Data driven action focused meeting coaching – on the job (in meeting) coaching of how to apply a standardised meeting agenda to drive an effective data driven action focused meeting that draws on the elective care dashboards, reports, and tools and action tracker to support the meeting.
- Facilitation of agreement on capacity targets and wait clearance plans – using our deep experience of working with consultants and their clinical teams we prepare data analysis to input into elective care capacity agreement meetings and assist in facilitating those meetings if required.
- Organisation development advice – guidance on practical organisational change actions to enable a data driven decision making culture

5. Benefits Delivered

A customer who implemented our Elective Care Capacity Management System and Process delivered a **sustained 45% reduction in outpatient waiting times**, while removing 15,000 waiting list patients across 14 medical and surgical specialties. Month on month improvements were sustained for 30 consecutive months with **clinic productivity increasing by 20%** over 4 years.

6. Our Customers

Our implementations span large hospital networks, tertiary university teaching hospitals, district general hospitals, maternity hospitals, paediatric hospitals, rehabilitation hospitals and primary care organisations. We also work with other public and private sector organisations.



7. Onboarding and Training

7.1 Implementation approach

Typical onboarding phases include:

- Agreement of scope, deliverables, governance arrangements, and implementation plan
- Confirmation of stakeholder engagement and communication approach
- Measurement for Improvement workshop to establish a shared understanding of elective care improvement metrics, data variation, and improvement principles
- Co-design and documentation of detailed elective care reporting and management requirements
- Review of data sources and data access options
- Data modelling and configuration of elective care improvement dashboards and tools
- Iterative build and refinement of dashboards and data-driven management tools
- User rollout, training, and communications
- Implementation of sustainability-focused organisational change actions to support ongoing elective care improvement and waiting list management

7.1 Training and capability development

Training is role-based and designed to support effective use of capacity utilisation/waiting list improvement insight by clinical, operational, and management teams. Training can be delivered virtually or in person, depending on organisational requirements.

Training typically covers:

- Interpretation and use of elective care capacity dashboards and reports
- Understanding elective care capacity, demand, and waiting list metrics
- Using data to support action-focused improvement meetings and decision-making

Where required, additional analyst-focused training can be provided to support internal capability development. This may include tailored “Customer Analyst” training, informed by a training needs assessment, to enable selected staff to undertake more advanced analysis and self-service reporting.

8. Service Levels

MedModus provides telephone and online ticketing support according to the following SLA response times. Note that SLA response times can reduce for certain critical clinical applications and is requirements dependent.

8.1 Technical User Support

Priority	Acknowledgment	Response*	Resolution Time
High	Immediate	<3 hours	<24 hours
Medium	Immediate	<24 hours	<72 hours
Low	Immediate	<48 hours	<5 days

8.2 Analyst Service Support

Complexity	Acknowledgment	Response*	Resolution Time
Low	Immediate	<24 hours	<48 hours
High	Immediate	<48 hours	Per agreed date

*Monday to Friday, 8am – 5pm

9. Technical Requirements

The service is designed to integrate with existing healthcare information systems using secure, read-only access. Technical requirements vary depending on the selected delivery and operating model.

9.1 Data access and ingestion

Data can be ingested using a range of supported approaches, including:

- Secure database access using read-only views
- API-based data access where available
- File-based ingestion for systems that do not yet support direct integration

For MedModus-hosted deployments, data ingestion pipelines are managed as part of the service. For customer-hosted deployments, pipelines can be implemented within the customer's Microsoft Fabric environment using the organisation's existing controls and policies.

Microsoft Fabric-native services are used for data ingestion, storage, and transformation, including Fabric Data Pipelines, Lakehouse and Warehouse components, and OneLake storage.

9.2 Security and access control

All data access is secured using Microsoft Entra ID-based authentication and role-based access control. Only the minimum required data fields are accessed, in line with agreed data sharing and information governance requirements.

9.3 Customer-managed environments

Where the platform is deployed into a customer-managed Microsoft Fabric environment, the organisation retains full control of:

- Azure subscription and resource ownership
- Network configuration and private connectivity
- Identity, access management, and auditing
- Data retention and lifecycle policies

10. Information Security Rigour

MedModus is ISO/IEC 27001:2022 accredited and Cyber Essential certified. We maintain a rigorous Information Security Management System (ISMS) defined by over thirty policies in areas like information security, data

protection, risk management, business continuity, disaster recovery and access control. Further information on our ISMS can be provided on request.

11. Delivery & operating models

We recognise that organisations are at different stages of their business intelligence and data maturity. MedModus therefore offers flexible delivery and operating models, all built on the same core SaaS platform.

Fully managed service

MedModus designs, implements, hosts, and operates the full platform on your behalf, providing an end-to-end managed service with minimal internal resource requirement.

Customer-hosted platform

For organisations that wish to operate entirely within their own Microsoft environment, MedModus provides the same healthcare analytics capability, implemented and supported within your infrastructure.

Jointly managed service

We work in partnership with your internal BI or digital team, sharing responsibility for platform operation, development, and analytics delivery. This model supports capability development and can evolve over time.

In all models, MedModus can support a planned transition between operating approaches as organisational capability and strategy evolve.

12. Hosting Options and Locations

MedModus uses Microsoft Azure as its cloud hosting vendor and as such, it allows for services and resources to be hosted within multiple regions world-wide, including

multiple locations across the United Kingdom and the EU/EEA.





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