



Healthcare BI & Analytics Platform (Microsoft Fabric & Power BI) Service Definition

G-Cloud 15

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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. MedModus Healthcare BI & Analytics Platform

MedModus provides a fully managed SaaS healthcare analytics platform, powered by Microsoft Fabric, to healthcare and wider public sector organisations. The service combines a secure, scalable cloud data

1.1 Platform Overview

The MedModus platform includes:

Core SaaS platform

- Intuitive web portal with embedded Microsoft Power BI dashboards and reports
- Secure cloud data platform underpinned by Microsoft Fabric
- Automated email distribution of scheduled, high-priority management reports
- Flexible manual data capture and management where automated feeds are not yet available

Healthcare performance content

- Pre-built clinical service performance modules and analytical tools designed specifically for healthcare settings
- Whole-system analytics spanning multiple source systems, services, and sites
- Actionable insight in areas like acute patient flow, outpatient waiting lists, theatre utilisation and workforce productivity

Service and support

- In-built ticketing system providing access to our highly responsive, AI-assisted analyst service
- Secure setup, configuration, and ongoing platform maintenance managed by MedModus

By handling the technical complexity of cloud data engineering, platform operations, and analytics delivery, MedModus enables your organisation to focus on service delivery and improvement rather than infrastructure.

1.2 Healthcare Expertise and Outcomes

Our healthcare performance modules (see 1.4) are informed by decades of frontline healthcare analytics and change experience. They are designed not only to report performance, but to actively support improvement by highlighting actionable insights, bottlenecks, and opportunities for change.

Our AI-assisted analyst service combines automation with experienced healthcare analysts, ensuring timely, high-quality responses to analytical queries while maintaining a personal, relationship-based service.

platform with insightful healthcare performance content and responsive healthcare analyst support, enabling organisations to turn data into measurable improvement.

1.3 Delivery and 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 analytics platform on your behalf, providing an end-to-end managed service with minimal internal resource requirement.

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.

Customer-hosted platform

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

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

1.4 Performance Modules

Performance modules can be deployed across the organisation or within specific services or functions. Modules are configurable, reusable, and can be implemented independently or as part of a broader analytics rollout.

Unscheduled Care	• Real-time ED patient flow reporting. • Understand ED patient experience times (PET) vs. targets • Analyse variation in PET for multiple variables • Identify opportunities for improving patient pathways • Understand re-attendance rates and re-admission rates • Align rosters with patient presentation profiles
Bed Management	• Analyse length of stay for multiple variables • Understand bed use and alert for unusual increases • Optimise inpatient bed allocations • Measure re-admissions by specialty • Forecast future bed need
Inpatient Daycase	• Compare activity vs. service plans • Use waiting list analysis tools to ensure chronological scheduling and clearance targets are met
Theatre	• Determine the right theatre allocations using demand led tools • Drive theatre utilisation improvement by clearly understanding in-session and session utilisation • Analyse list start and finish times
Outpatient	• Quantify demand by specialty and sub-specialty • Measure clinic capacity utilisation • Forecast future clinic utilisation and react to underutilised capacity proactively • Drive sustainable waiting list improvement
Endoscopy	• Measure capacity utilisation using procedure points measurement • Identify opportunities to use available capacity and reduce waiting lists • Drive sustainable waiting list improvement
Radiology	• Understand demand and activity analysis by modality, source etc. • Measure capacity utilisation and identify opportunities to increase activity with existing resources • Accurately forecast waiting list performance • Analyse report turnaround • Understand radiologist reporting productivity
Primary Care	• Measure primary care demand, activity, waiting lists and capacity utilisation by region, discipline etc. • Identify differences in staff productivity and capacity utilisation
Rehabilitation	• Understand patient flow metrics related to admissions, discharges, bed utilisation and length of stay. • Compare dependency scores on admission vs. discharge to understand rehabilitation effectiveness • Measure treatment times and sessions by clinician and discipline and compare to available staffing levels

MedModus' flexible approach means we have developed other custom reporting solutions for healthcare organisations including work in shared service areas such as finance and HR.

The BI portal and modules are also supported by other important BI features such as automated email PDF/Excel-style reporting, flexible forms data capture and direct access by your power users to our underlying data models in Microsoft Fabric where they can create their own custom reports.

2. Our Healthcare Customers

2.1 What makes us different?

Our customers value our:

- **Rapid, low-risk deployment** of healthcare analytics capability
- **Deep healthcare domain knowledge** combined with strong technical expertise
- Highly responsive **AI-assisted analyst service**
- A proven, **people-centred improvement** approach focused on turning insight into action and results
- **Flexible healthcare content** proven across hospital networks, acute, rehabilitation, and primary care settings

2.2 Customer Examples

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.



2.3 Results Achieved

MedModus' approach to BI implementation and performance improvement is underpinned by the philosophy that when it comes to improvement initiatives, organisations should get 5% of the 'marks' for a service improvement idea, 15% of the 'marks' for implementing the idea, and 80% of the 'marks' for sustaining the improvement.

Our people centred improvement approach combined with the actionable insight from our BI solutions drive sustainable change.

Examples include:

- Implementing our BI solutions and related change management processes to drive 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.
- Driving a 7% improvement in theatre utilisation over two years ensuring capacity was created to **treat 1,000 more surgical inpatients and daycases** per year.
- Developing a radiology capacity and waiting list forecasting model with fully costed clearance programme for a Radiology Department that **stopped CT, MRI and Ultrasound waiting list growth of 4,000 exams per year**.
- Cost avoidance of **£7 million** through modelling capacity potential of a new endoscopy unit.
- Securing a **£60 million** 100-bed inpatient ward block through a combination of detailed population projections and ward bed forecasts.

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3. Onboarding And Training

Onboarding is designed to be structured, low risk, and proportionate to the delivery and operating model selected. A standard onboarding process is used to configure the platform, establish secure data access, deploy agreed

performance modules, and confirm reporting and user access requirements. This ensures organisations can begin using the service quickly while maintaining appropriate governance and control.

3.1 Training approach

Training is role-based and tailored to different user groups, including operational users, managers, analysts, and technical staff. Depending on requirements, training can be delivered through a combination of:

- Guided onboarding sessions for end users
- Targeted training for internal analysts and BI teams
- Recorded video content and written reference materials

Training is delivered by MedModus' Microsoft-certified team, and focuses on enabling users to interpret insights confidently, understand underlying metrics, and use the platform effectively within day-to-day operational and improvement processes.

3.2 Documentation and knowledge transfer

The service includes structured technical and user documentation covering platform configuration, data models, security arrangements, and standard operating procedures. Where the service is deployed into a customer-managed Microsoft Fabric environment, documentation supports internal ownership and long-term sustainability.

Built-in documentation capabilities within Microsoft Fabric and Power BI (such as semantic model descriptions and in-line logic commentary) are used where appropriate to support transparency and self-service.

3.3 Supporting data-driven improvement

As well as providing technical training, MedModus can help your organisation improve its use of data to drive results through short Measurement for Improvement workshops. We can also coach your staff in having the confidence to run Data Driven Action Focused meetings – a critical aspect of driving sustainable improvement.

4. 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.

4.1 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

*Monday to Friday, 8am – 5pm

4.2 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





5. 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.

5.1 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.

5.2 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.

5.3 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

6. 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.

7. 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 throughout the EU/EEA and the United Kingdom.



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