

All Age Continuing Care (AACC) and Continuing Healthcare (CHC) Platform

Service Definition



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Overview

IEG4's All Age Continuing Care (AACC) and Continuing Healthcare (CHC) Platform is specifically designed for Integrated Care Boards (ICBs) managing NHS All Age Continuing Care/Continuing Healthcare, Funded Nursing Care, Children and Young People's Continuing Care, Complex, Specialist, Joint Funded, Sections 117 and Sections 75 and Child Adolescent Mental Health Services.

The Platform is a full end-to-end digital solution helping to remove risks and inefficiencies associated with manual systems, making data capture, storage and retrieval easy and intuitive.

The platform provides a detailed, insightful view of all cost and spend, incorporating standard reports, full Case Management including National Framework-compliant Workflow processes, steps, activity reporting, Provider payments, NHSE Reporting including the monthly Patient Level Data Set (PLDS), NHSE Funded Care Quarterly return and SPINE Integration.

Digital Forms

The platform includes a range of digital forms including:

- Checklist
- Fast Track Pathway Tool
- NHSE National Consent
- Children and Young People's (CYP) Pre-assessment Checklist
- S117 Mental Health Referral
- Decision Support Tool
- CYP Decision Support Tool
- Multi-Disciplinary Needs Assessment
- Appeals
- Retrospective Review

An authorised user is able to use the Digital Referral Forms, which mirror the content of the national NHS England forms and have robust version control, in order to:

- Complete and submit referral to the ICB remotely
- Validate key data to prevent incomplete/reduce inaccurate referrals
- Capture consent
- Upload supporting documents
- Capture equality data

The screenshot displays the 'CHC Checklist' digital form. On the left is a teal sidebar with a menu: Patient, Consent, Documents, Breathing * (B), Nutrition (B), Continence (B), Skin integrity (B), Mobility (A), Communication (B), Psychological Emotional (B), Cognition (B), Behaviour * (C), Drug therapies and medication: symptom control * (B), Altered states of consciousness * (C), Equality, Outcome, Save for later, and Delete. The main content area is titled 'About the patient' and includes a warning: 'Please take care to ensure all information entered is accurate and grammatically correct as this is used to prepopulate any further documentation and patient communication. Failure to do so may delay processing times.' The form is divided into three sections: 1) Patient, 2) Permanent Address, and 3) Involvement. Section 1) Patient includes fields for Title * (Mr.), First name * (Peter), Last name * (Winters), Date of birth (Day: 04, Month: 12, Year: 1960), Gender * (Male), and NHS Number (9691915227). It also has a checkbox for 'Does the patient have an email address?' with 'Yes' and 'No' options. Section 2) Permanent Address includes fields for Address Line 1 * (Queens Court), Address Line 2 * (Wilmslow Road), Address Line 3 (Alderley Edge), Address Line 4 (Cheshire), Postcode * (SK9 7RR), and Telephone * (01625 900630). It also has a checkbox for 'Is the patient currently at their permanent address?' with 'Yes' and 'No' options. Section 3) Involvement includes a checkbox for 'Was the individual involved in the completion of the checklist?' with 'Yes' and 'No' options, and a partially visible checkbox for 'Was the individual offered the opportunity to have a representative suc...'. At the bottom left, a footer reads: '©2024 IEG4 Limited. Powered by Microsoft technologies. IEG4'.

Forms can be completed using any mobile device.

When a digital form is submitted a PDF of the form can be downloaded and printed, an email is sent to the referrer confirming they have submitted the form, a new case is created in Case Management and the Workflow is started to inform the ICB that a referral has been made.

The benefits of having digitised the forms is the ability to define the mandatory fields, which has resulted in the quality of the data linked to referrals being dramatically improved.

The ICB can send a digital form back to the referrer, enabling amendment and resubmission. The system will hold the updated version of the form.

The Patient Portal enables the patient/representative to download PDFs of forms linked to their case.

Workflow

The IEG4 All Age Continuing Care (AACC) and Continuing Healthcare (CHC) Platform incorporates pre-configured workflows that adhere to the National Framework covering:

- CHC
- Fast Track
- Funded Nursing Care
- Children and Young People's Continuing Care
- Complex care including Joint Funded, Section 117, Specialist referrals

Digital workflows offer significant advantages for the Integrated Care Board (ICB), ensuring that essential data is consistently captured at the appropriate stages of the processes. Within the system workflow steps cannot be completed until all requisite data is recorded.

Standardised workflow processes provide a uniform level of service for patients and their families throughout their journey, offering reassurance during challenging times.

Additional Workflows include:

- Reviews (Adult, Fast Track, Children, S117)
- Reassessment
- Court of Protection Deprivation of Liberty (COPDOL)
- Care Package Approval (including equipment)
- CYP Transition
- Initial Contact
- Eligibility Dispute (Local Resolution)
- Retrospective Reviews
- Independent Review Panels (IRPs)

Data captured throughout these workflows is utilised for the Patient Level Dataset (PLDS) extract. Moreover, the digital solution is already equipped to furnish the data required for the All Age Continuing Care Dataset (AACCDs) upon its introduction in April 2025.

The Platform captures the process stages and moves applications from the referral through to review.

The Platform uses automated emails to prompt tasks, such as chasing missing information, returned documentation.

The Workflow screen displays cases at their current stage. This screen is used to intuitively prompt users of the stage they need to complete. User security, controls the list of cases that users have access to according to the stage of the case.

Workflows										
Workflow		Assigned Team		Items per page		Assigned only				
		All		25		☐				
						RESET SEARCH				
	Patient	DOB	Completion target	Reference	Team	Workflow	Current stage	Admin	Clinical	Last updated
	Miss Sally Jones	01/01/2012	05/06/2024	BP8KT3R9		CYP Checklist to Joint Assessment	Pass to CYP Nurse?			24/04/2024
	Mr. John Wilson	02/01/1965	30/01/2024	FXH36ARP	Cheshire East Hub	Checklist to MDT	Schedule MDT	Adam Bosianek	Jackie Gill	09/04/2024
	Miss Sarah Jones	05/04/2007		PYACC2Y6	Cheshire East Hub	Decisions	ICB Decision	Andrew Cope	Jackie Gill	09/04/2024
	Mr. Simon Jones	24/01/1950		R2P9XYXC		Decisions	ICB Decision	Andrew Cope	Jackie Gill	09/04/2024
	Miss Sarah Jones	05/04/2007		PHT33R3C		CYP Reviews	Next Review Due		Jackie Gill	04/04/2024
	Miss Sarah Jones	05/04/2007		PHT33R3C		CYP care package approval	Complete funding request form		Jackie Gill	04/04/2024
	Miss Sharon Summer	20/03/1960	20/06/2024	PY9TA99B		Reviews	Assign caseworkers	Andrew Cope	Jackie Gill	20/03/2024
	Miss Sharon Summer	20/03/1960		PY9TA99B		COPDOL (Court of Protection Deprivation of Liberty)	Is there a COPDOL already in place?	Andrew Cope	Jackie Gill	20/03/2024
	Mr. Simon Taylor	20/12/1959		34RC39YP	Cheshire East Hub	Decisions	MDT Recommendation	Andrew Cope	Jackie Gill	20/03/2024
	Mr. John Smith	14/03/1950		4WT926XT		Care package approval	Complete care package			14/03/2024
	Mr. John Smith	14/03/1950		4WT926XT		COPDOL (Court of Protection Deprivation of Liberty)	Is there a COPDOL already in place?			14/03/2024
	Alice Smith	01/05/2015		CA2TK96W		CYP Reviews	Next Review Due		Jackie Gill	13/03/2024

Users quickly and easily progress the case by clicking on Workflow stage and record the outcome/decision:

Cases
Workflow
Reviews
Extracts
Care packages

PYACC2Y6 - Sarah Jones

SUMMARY WORKFLOW CHECKLIST DOCUMENTS MDT REVIEWS TIMELINE NOTES OTHER CASES CARE PACKAGE EQUIPMENT

Select DST for LA review

MDT Recommendation

LA review

Awaiting LA response

Comprehensive assessment check

Further work required?

2nd opinion required?

ICB Decision

Decisions

ICB Decision

Please complete all required fields and then press the [Progress] button.

ICB Decision *

That the patient is eligible for NHS CHC funding OR

Patient is eligible for Funded Nursing Care OR

Patient is not eligible for NHS CHC or NHS FNC

Decision rationale *

REWIND

ABANDON

For document generation, workflow steps include links to relevant document templates which ensures the correct documents are generated at the correct time.

IEG4's cloud-based solution is accessible only to authorised users.

Case Management

IEG4's digital solution is a case management system that records all data associated with a person's referral and the processing of their documentation, assessments and packages of care using NHS Framework-compliant digital forms and workflow processes.

The solution includes a documentation repository that creates a single hub of information.

Workflow stages show users at a glance which stage the assessment is at.

Workflows include stages that support clinicians with the booking/re-booking of clinical assessor time for assessments, reviews and meetings.

The solution is cloud-based and supports clinical assessors when working in the field with travel and access to a person's documentation via remote access to the system.

The Reportal functionality includes a suite of reports that supports management with resource allocation and activity costing.

Stages in the workflows enable ICB staff to schedule meetings. Users can invite all relevant meeting participants that will include Local Authority staff (they are created as users in the system and assigned to a role). Users invited to meetings receive an email with an .ics attachment so they can save the meeting to their calendar.

The solution provides a comprehensive historic and current dataset that holds all relevant aspects of a person's assessed health care needs, support needs, wellbeing and a breakdown of all relevant services and items provided.

Every person has a unique reference. Multiple cases can be linked to that unique person record that will include referrals, care packages, equipment issued etc. For every case the system will hold the referral data, workflow processes, documentation, notes, timeline of activity and any care package details.

The solution can be accessed by individuals other than ICB staff.

There are stages in the workflows where assessments can be requested to be uploaded via an email address. An email is sent with a one-time link enabling them to securely upload the requested file to the case.

Finance Module

Finance staff have access to financially code new care packages, view existing care packages, generate Payment Schedules to providers on a ICB-defined basis e.g. daily/weekly/monthly, generate Direct and Third Party PHB Payments, access IP Files to be uploaded to SBS/ISFE.

CHC

Care packages

Payment schedules

Service confirmations

Remittance advice

VSR codes

Workflow tasks

Finance

Care packages

Patient Id	Start Date	End Date	Weekly Cost	Provider Name
000910	14/02/2021		£5,824.00	Halcyon Days Nursing Home
000912	01/11/2023		£784.00	Halcyon Days Nursing Home
000913	01/01/2024	18/02/2024	£1,284.00	Halcyon Days Nursing Home
000924	01/11/2023		£3,780.00	Halcyon Days Nursing Home
000926	01/12/2023		£859.00	Halcyon Days Nursing Home
000927	01/11/2023		£1,734.00	Halcyon Days Nursing Home
000928	01/11/2023		£550.00	
000929	06/02/2024		£3,934.00	Halcyon Days Nursing Home
000937	01/02/2024		£784.00	Halcyon Days Nursing Home
000938	10/01/2024		£3,934.00	Halcyon Days Nursing Home
000939	19/01/2024		£250.00	Halcyon Days Nursing Home
000940	01/01/2024		£700.00	IEG4 Domiciliary Care Services
000943	01/01/2023		£300.00	

In IEG4's solution financial payments are driven from Care Package Approval Workflows that include Services, Equipment and PHB Payments.

When creating a care package the system will use providers set up in the Directory of Services module. Provider details can include the VAT rate that is applicable to the provider. The VAT code will then be automatically populated in the IP file that is generated and sent to ISFE.

The Directory of Services allows standard rates and commissioned prices to be recorded against providers and their services e.g. national FNC rate, agreed contract prices for services etc. The prices are held for a date range and the system allows annual increases/decreases for all relevant funding types to be recorded.

Joint Funded Packages

The solution allows joint funded packages to be created and records the funding split between the various organisations i.e. NHS/Local Authority/Education.

Care packages can include services where there are recharges e.g. the NHS may pay 100% of a care package to the provider but then need to recharge 50% of the cost to the Local Authority and vice-versa.

Individual Placement Agreement (IPA)

Providers are able to view and accept IPA in the Provider Portal.

Once the IPA has been accepted the provider can then receipt for services delivered and this is done by them confirming service delivery (completing service confirmations). This negates the need for providers to submit invoices to the ICB.

Service Confirmations

The solution has introduced mechanisms to work proactively with providers to maintain the assurance of the financial process as financial payments are driven by completed service confirmations.

The benefits of having service confirmations is that there is no need for provider invoicing. This removes the admin overhead of time spent matching invoices and there being incorrect amounts and the queries between ICB and provider.

Using the Provider Portal staff can record details of service delivery by completing service confirmations.

Care Package Payment Schedules

The frequency of Payment Schedules can be as often as the ICB wishes i.e. daily, weekly, monthly, allowing scheduled and non-scheduled payments to be made.

Payment Schedule Filters give ultimate flexibility and allow payments to be generated for a subset of patients and providers when required.

The ICBs currently using the system are paying their providers on a weekly basis. The benefit of this is that it has improved the cash flow for the providers so they're not having to wait a month for payments.

The system then generates the IP file that is in the required format to be uploaded to the ISFE system that generates the physical payment to the providers.

Once a payment schedule has been finalised providers can view the remittance advice in the Provider Portal. The remittance advice includes full details of all patients, services, service delivery dates and amounts that are included in the total amount of the remittance advice. The provider can export that data into excel if they want to do any further analysis or use this for reconciliation purposes.

Clawbacks

When generating a Draft Payment Schedule the system will list any care packages where there are financial clawbacks.

Clawbacks are generated when a care package is cancelled (and services had been previously paid).

Clawbacks are generated when care packages have been amended for any payments made where the service was ended using an earlier date.

Users can view full details of the clawback transactions prior to finalising the Draft Payment Schedule.

PHB Payments

Care packages can include Direct and Third Party PHB payments.

More than one PHB payment can be added for the same period if within the agreed funding.

When creating a care package the ICB can record where the PHB payment should go to using the relevant Vendor Site Code (VSR) code.

Users can generate a PHB Payment Schedule and this will pick up any Direct and Third Party PHB Payments and pay those in advance.

Digital CHC Directory of Services

Providers and services are recorded in the Directory of Services module of the IEG4 solution.

The screenshot shows the 'Custodian' interface for Jackie CCG. The left sidebar contains a menu with 'Companies', 'Providers', 'Users', and 'Groups'. The main content area displays the profile for 'Halcyon Days Nursing Home'. It includes contact information: Tel: 0161 496 0155, Email: rita.fairclough@halcyondays.com, Web: | CQC: <https://www.cqc.org.uk/location/1-55-57-Viaduct-Street-Weatherfield-Greater-Manchester-M10-9KC>. Below this, there are two tabs: 'SERVICES' (selected) and 'USERS'. The 'SERVICES' tab shows a list of services: 'Care Home with Nursing', 'Nursing costs', '1:1 costs', 'Joint - Care Home with Nursing', and 'Funded Nursing Care (FNC)'.

Services are configurable and can include rooms, beds, domiciliary care, equipment etc. General service details are recorded.

Details of commissioned services are recorded with the relevant rates:

The screenshot shows the 'Directory of services - Jackie CCG' interface. The left sidebar contains a menu with 'Directories', 'Services', 'Commissions', 'Standard rates', 'Payment details', 'Vocabularies', 'Users', and 'Groups'. The main content area displays the 'Commissions' table. The table has two columns: 'Provider' and 'Service'. The data rows are as follows:

Provider	Service
Halcyon Days Nursing Home	Care Home with Nursing
Halcyon Days Nursing Home	Nursing costs
Halcyon Days Nursing Home	1:1 costs
Halcyon Days Nursing Home	Joint - Care Home with Nursing
Halcyon Days Nursing Home	Funded Nursing Care (FNC)

When adding a new commission, the start and end dates are recorded together with the commissioned rate. Once approved, these services are then available to be added to care packages.

Provider Portal

IEG4's Provider Portal provides online access to allow providers to access information on care packages funded by the NHS and enables:

1. Individual Placement Agreements (IPAs) to be downloaded and accepted
2. Services to be confirmed as delivered/partially delivered/not delivered (replaces need for manual invoicing)
3. Remittance advices to be viewed and downloaded (payments)

The screenshot displays the 'Provider portal' interface. On the left is a sidebar menu with options: Service confirmations (selected), Remittance advice, Patients, Manage users, and Care Package Quotes. The main content area is titled 'Service confirmations'. It features a 'Patients' dropdown menu and a 'FIND' button. Below these are three buttons: 'CONFIRM ALL SELECTED', 'WEEKLY' (highlighted), and 'LINE ITEMS'. A yellow warning box contains the text: 'I can confirm that Halcyon Days Nursing Home have provided care for this period and the rate is as agreed. Receipting anything outside of this agreement is deemed as fraud, this will be investigated and action will be taken'. Below the warning is a table with two columns: 'Week commencing' and 'Total for week'. The table lists six weeks with their corresponding dates and total costs.

☐ Week commencing	Total for week
☐ 15/04/2024	£3,934.00
☐ 08/04/2024	£3,934.00
☐ 01/04/2024	£3,934.00
☐ 25/03/2024	£9,131.50
☐ 18/03/2024	£23,487.06

The Provider Portal enables service confirmation differences to be recorded by the provider which are automatically added to the client's record, and, if required, the ICB is alerted to respond to.

Providers can record details of services that have NOT been delivered including the reason why. Any services NOT delivered will not be included in a payment schedule.

Providers can record under-delivery/over-delivery of services.

Where under-delivery of service has been recorded the system will only pay for the amount of service actually delivered e.g. the commissioned service may be for 12 hours of domiciliary care but the provider has only confirmed delivery of six hours of domiciliary care then the system will only pay for the six hours.

Where over-delivery of service has been recorded the system starts the Over Delivery of Service Workflow and the ICB will review the over-delivery before the service will be included in the next payment schedule. It is also possible for the ICB to record that they only want to pay for the commissioned service quantity and not the over-delivered quantity.

Once services have been confirmed as delivered they will be included in the next payment schedule that the ICB generates.

Patient Portal

IEG4's Patient Portal provides online access for patients/representatives to information on NHS Continuing Healthcare including:

1. Application status update
2. Summary of their CHC application showing the real-time data from the back-office CHC case management system
3. What will happen next
4. Ability to download and view documents
5. Summary of process
6. Signposting in frequently asked questions (FAQs) by placing links to other websites within your answers
7. Links to gov.uk where the National Framework is, but with FAQs that answer specific questions, so the patient doesn't have to read through the 187-page Framework document
8. View Multidisciplinary Team Meeting (MDT) details
9. Links to NHS videos explaining the process

The screenshot displays the NHS Cheshire and Merseyside Patient Portal interface. At the top, the NHS logo and 'Cheshire and Merseyside' are visible. A navigation bar includes links for 'Get answers fast', 'Submit a request', 'Track my requests', 'Your profile', and 'Hello Jackie Gill'. The main heading is 'Your NHS Continuing Healthcare application', with a sub-link 'Click here for details of your application for NHS CHC funding'. A message states 'Some of the information below has been personalised for you.' with buttons for 'Need to view another account?' and 'De-'. Below this is a section titled 'What is the status of my application?'. The 'Your application details' section shows 'We started working on your application on: 26/05/2023' and 'Your application is on the following stage:'. A yellow button labeled 'Schedule MDT' is present. At the bottom, it says 'The following illustrates where you are in the process:'.

All Age Continuing Care (AACC) and Continuing Healthcare (CHC) System Administration

ICB system administrators can customise the AACC CHC service via the settings area that allows for configuration changes to be made via a series of screens.

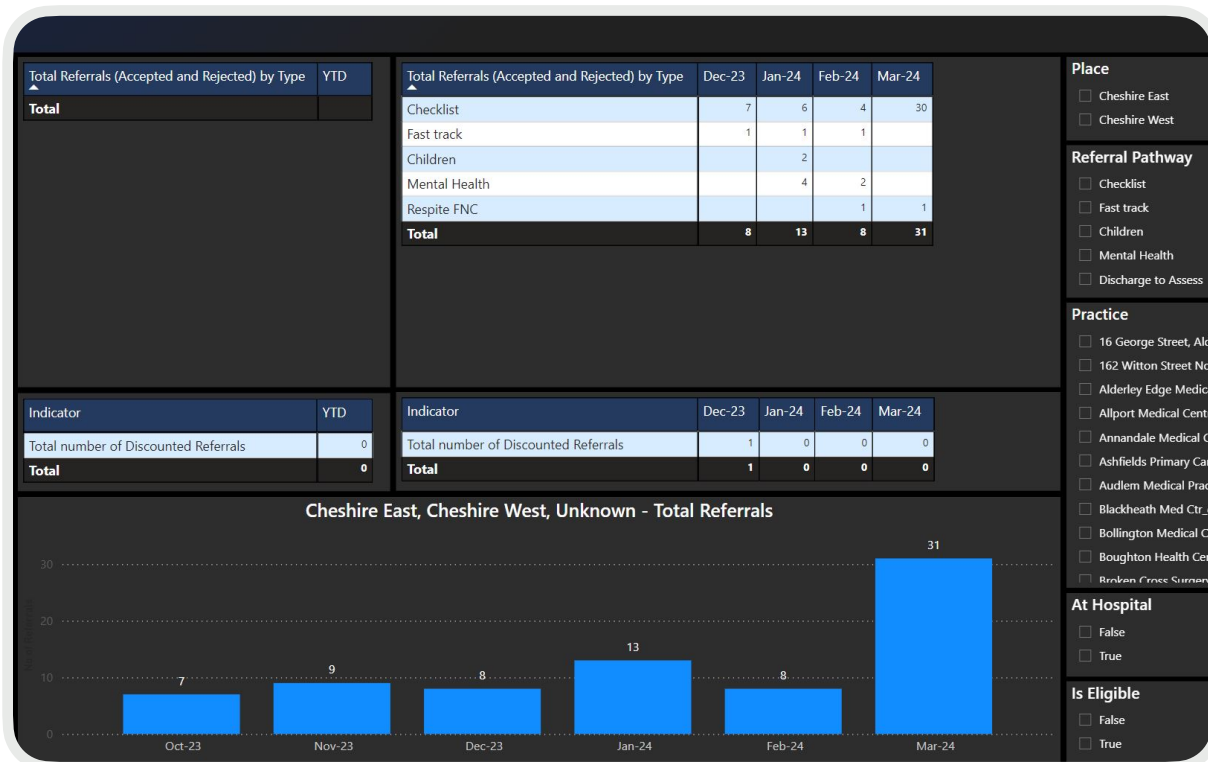
Security Group Permissions can be set to control which areas of Settings individual users have access to. This allows the ICB to delegate out specific areas of customisation to different types of system administrators, if required.

- Users (for the initial creation and subsequent updating of users)
- Security Groups (used to assign permissions)
- Teams (used to create ICB specific teams)
- Configuration (options to control which functionality is to be used)
- Templates (used to edit document and email templates)
- ICB (the creation and updating of Medical Practices, Cost Centres, Finance codes)
- Organisations (used to create third-party organisations e.g. Local Authorities)
- Workflow (used to assign security groups to workflow steps in order to control which users can view and/or complete steps in the different workflow processes)
- Document Types (used to add document types for document upload purposes)
- Lists (used to maintain list options)
- Service Directories (used to record Providers, Services and Commissioned Prices)
- Patient Portal (used for adding and maintaining FAQs and answers)

Reporting Functionality

IEG4's Platform is engineered to support operational management and performance monitoring while ensuring compliance with NHS England's submission requirements, including the upcoming transition to the All Age Continuing Care (AACC) data set from April 2025.

Our platform features advanced reporting functionality that caters to standard and ad-hoc reporting needs. It supports the generation of monthly activity reports, financial analyses, and key performance indicator (KPI) metrics, critical for operational management.



Patient Level Data Set (PLDS)

The system includes standard mapping for the NHS PLDS. Throughout the system data is captured in digital forms and within the workflows. Those data fields have been mapped to the relevant PLDS items so that when the extract is generated the system pre-populates the data items with the appropriate values.

Utilising Microsoft Power BI, Reportal includes a suite of finance and operational reports that are accessible online and exportable to excel for in-depth analysis. This includes reports on NHS-funded care, payment analysis, and budget tracking, allowing for the easy creation of bespoke reports tailored to specific service needs.

The Power BI dashboards are designed to display caseload positions and measure performance against NHS England CHC and PHB targets. They provide real-time insights into operational metrics, enabling informed decision-making and strategic planning.

Personal Health Budgets: allows staff to view the data required for the NHSE PHB mandatory data collection

PLDS: displays data from the PLDS extract

NHSE Funded Care 1: includes data required for tables 1-4 of the NHSE Funded Care Quarterly reports

NHSE Funded Care 2: includes data required for tables 6-11 of the NHSE Funded Care Quarterly reports

Exceeding 28 Days: lists cases where decisions have exceeded the 28-day target

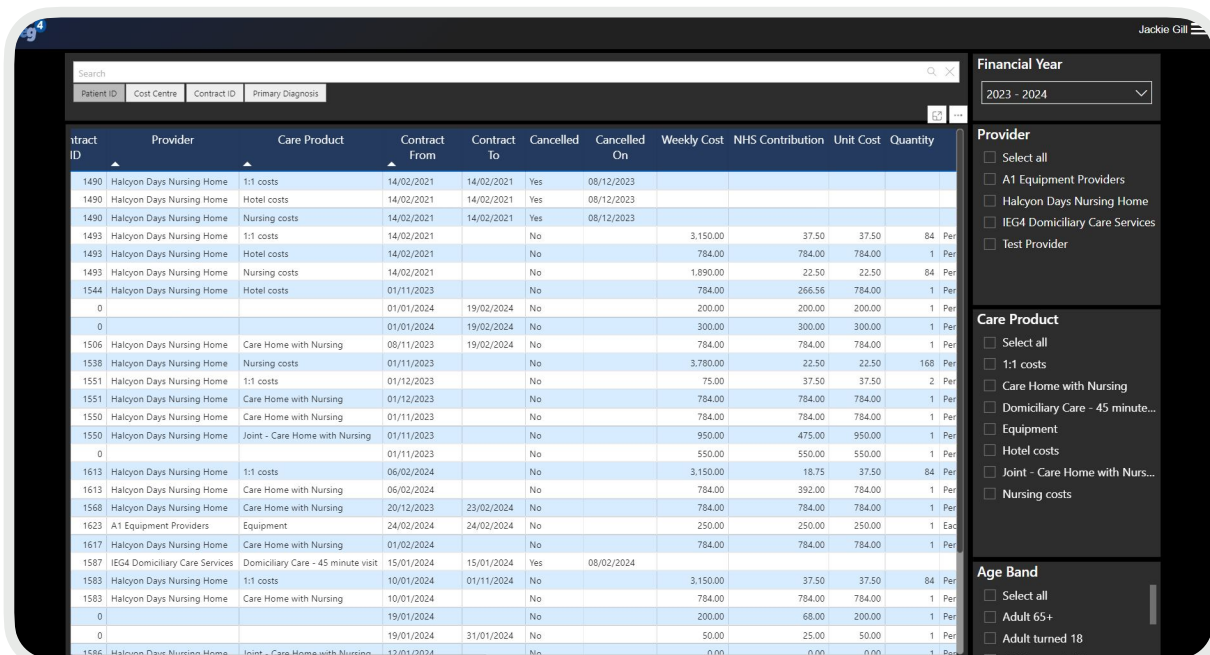
Fast Track: displays data relating to Fast Track cases

Waiting List: displays a list of cases on the waiting list and uses colour-coding based on the 28-day target

Total Data Report: displays a detailed analysis of patients/cases who are NHS-funded

Finance Reports include:

- Packages report which provides data on the number of care packages
- Details of finance data for all NHS-funded cases by category: Adult CHC, FNC, Children & Young People, S117 (Mental Health)
- Budget report which provides data on the number of care package types
- Reconciliation report for payments and service confirmations with details of payment history
- Payment Analysis Report, which allows staff to see a detailed analysis of payments relating to NHS-funded patients/cases



Contract ID	Provider	Care Product	Contract From	Contract To	Cancelled	Cancelled On	Weekly Cost	NHS Contribution	Unit Cost	Quantity
1490	Halcyon Days Nursing Home	1:1 costs	14/02/2021	14/02/2021	Yes	08/12/2023				
1490	Halcyon Days Nursing Home	Hotel costs	14/02/2021	14/02/2021	Yes	08/12/2023				
1490	Halcyon Days Nursing Home	Nursing costs	14/02/2021	14/02/2021	Yes	08/12/2023				
1493	Halcyon Days Nursing Home	1:1 costs	14/02/2021		No		3,150.00	37.50	37.50	84 Per
1493	Halcyon Days Nursing Home	Hotel costs	14/02/2021		No		784.00	784.00	784.00	1 Per
1493	Halcyon Days Nursing Home	Nursing costs	14/02/2021		No		1,890.00	22.50	22.50	84 Per
1544	Halcyon Days Nursing Home	Hotel costs	01/11/2023		No		784.00	266.56	784.00	1 Per
0			01/01/2024	19/02/2024	No		200.00	200.00	200.00	1 Per
0			01/01/2024	19/02/2024	No		300.00	300.00	300.00	1 Per
1506	Halcyon Days Nursing Home	Care Home with Nursing	08/11/2023	19/02/2024	No		784.00	784.00	784.00	1 Per
1538	Halcyon Days Nursing Home	Nursing costs	01/11/2023		No		3,780.00	22.50	22.50	168 Per
1551	Halcyon Days Nursing Home	1:1 costs	01/12/2023		No		75.00	37.50	37.50	2 Per
1551	Halcyon Days Nursing Home	Care Home with Nursing	01/12/2023		No		784.00	784.00	784.00	1 Per
1550	Halcyon Days Nursing Home	Care Home with Nursing	01/11/2023		No		784.00	784.00	784.00	1 Per
1550	Halcyon Days Nursing Home	Joint - Care Home with Nursing	01/11/2023		No		950.00	475.00	950.00	1 Per
0			01/11/2023		No		550.00	550.00	550.00	1 Per
1613	Halcyon Days Nursing Home	1:1 costs	06/02/2024		No		3,150.00	18.75	37.50	84 Per
1613	Halcyon Days Nursing Home	Care Home with Nursing	06/02/2024		No		784.00	392.00	784.00	1 Per
1568	Halcyon Days Nursing Home	Care Home with Nursing	20/12/2023	23/02/2024	No		784.00	784.00	784.00	1 Per
1623	A1 Equipment Providers	Equipment	24/02/2024	24/02/2024	No		250.00	250.00	250.00	1 Eac
1617	Halcyon Days Nursing Home	Care Home with Nursing	01/02/2024		No		784.00	784.00	784.00	1 Per
1587	IEG4 Domiciliary Care Services	Domiciliary Care - 45 minute visit	15/01/2024	15/01/2024	Yes	08/02/2024				
1583	Halcyon Days Nursing Home	1:1 costs	10/01/2024	01/11/2024	No		3,150.00	37.50	37.50	84 Per
1583	Halcyon Days Nursing Home	Care Home with Nursing	10/01/2024		No		784.00	784.00	784.00	1 Per
0			19/01/2024		No		200.00	68.00	200.00	1 Per
0			19/01/2024	31/01/2024	No		50.00	25.00	50.00	1 Per
1586	Halcyon Days Nursing Home	Joint - Care Home with Nursing	12/01/2024		No		0.00	0.00	0.00	1 Per

As we have developed our platform in collaboration with users of a CHC service, evidence confirms that the reporting capabilities within the platform meet user requirements and needs, both in terms of standard reporting as well as one-off configurations that may be required from time to time.

Optional modules



AI Transcribe for MDT Meetings

IEG4 AI Transcribe supports Multi-Disciplinary Team (MDT) meetings within the Continuing Healthcare (CHC) process by providing automated transcription and structured summaries directly within the IEG4 CHC platform.

During MDT meetings, clinicians and professionals discuss evidence across the recognised health domains for each individual. AI Transcribe captures the conversation in real time, removing the need for the lead healthcare professional to take detailed notes. This allows meetings to run more naturally, with full focus on discussion, professional judgement, and patient needs rather than administration.

Once the meeting concludes, the service produces both a complete transcript for audit purposes and a structured summary. These summaries are mapped to the relevant health domains aligned with the National Framework, supporting consistent, evidence-based funding recommendations.

Across existing NHS customers, MDT write-ups typically take between 3 and 13 hours. AI Transcribe reduces this effort to minutes, enabling clinicians to review, approve, or amend summaries rather than writing them from scratch. Any adjustments made by professionals are fed back into the system, helping refine and improve future summarisation quality over time.

Because AI Transcribe is embedded within the IEG4 CHC platform, outputs are automatically linked to the relevant case records. This removes the need for manual copying, pasting, or reliance on standalone transcription tools, reducing risk and saving further time.

Key elements

- Real-time AI transcription of MDT meetings
- Full meeting transcript retained for audit and governance
- Automated summaries aligned to CHC health domains
- Significant reduction in MDT write-up time
- Clinician review and approval workflow
- Native integration within the IEG4 CHC platform

Enhanced Analytics and Predictive Reporting

The Enhanced Analytics module provides NHS organisations with flexible reporting and data analysis capabilities across all data held within the IEG4 CHC platform.

Users can create bespoke reports tailored to local operational, clinical, and financial needs, drawing on live CHC data without the need for specialist technical skills. Reports can be scheduled to run automatically and securely distributed to defined stakeholders by email, supporting regular performance monitoring and governance reporting.

Beyond standard reporting, the module supports predictive analytics using historic CHC data. This enables organisations to identify trends and patterns in service demand, helping teams plan capacity, staffing, and budgets more effectively. Predictive insights can be used to anticipate future referral volumes, understand pressure points in assessment pathways, and support longer-term commissioning and service planning decisions.

By combining operational reporting with forward-looking analysis, the module supports a more proactive approach to CHC management, reducing reactive workload and improving visibility across the service.

Key elements

- Bespoke report creation across all CHC data
- Scheduled reports with automated email distribution
- Operational, clinical, and management insight
- Predictive analytics using historic data
- Improved forecasting of demand and service pressure
- Supports planning, commissioning, and performance oversight