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Conference Abstract

iplanit- Digitally enabling service transformation

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Abstract

Introduction: The impact of austerity measures, the growing requirement to evidence value and deliver more person centered services has created a challenging and complex climate for organisations to work in. A number of supported housing, mental health and disability related support providers in UK have implemented “intelligent” support plans to provide “live” evidence of achievement of patient outcomes in order to satisfy an array of performance indicators and quality standards in a way that monitors risk, and makes sure that support is high quality and meaningful to vulnerable adults.

Aims & Objectives: Based on feedback from a number of national rollout projects of the web based support planning service - iplanit- this presentation underlines how appropriate use of new technologies can mitigate the challenges faced across social care delivery and enhance quality, reduce costs and promote inclusion. It explores some of these themes combined with practical insight and experience on what can work when committed management and teams collaborate with individuals, families and other professionals to overcome cost restrictions and deliver new levels of service in a way that is consistent with person centered principles. It outlines the potential for new working practices fostered by more agile working which can support immediate cost savings in a range of areas. It discusses how this can also help manage the workforce, optimise productivity and support the primary goal of being able to provide better services to individuals and the community.

Results:

- Tracking “live” outcomes at the point of care: Given that organisations must optimise efficiency without impeding quality an alternative approach is needed. When this information is captured “live” on a day to day basis, providers can create a culture of accountability and transparency within the organisation. We have quantified significant ROI savings, improvements in outcome achievement, reductions in errors and risk to service users and a higher level of compliance with CQC and other standards amongst all providers using this approach.
- Demonstrating Effectiveness and Value- The social care and mental health services arena is a much more competitive market place than a decade ago. Today support providers need to show the distinctive value that is added by their service and demonstrate compliance to quality standards based on real data as opposed to anecdotal or sector generic evidence – all available on your tablet, mobile or office computer. For funders, inspectors, provider management, line management, staff and service users/patients, this creates an unprecedented level of transparency, accountability and inclusion to help transform services in terms of efficiency, risk management, person centeredness and outcomes focus.

Conclusions: Innovative, “intelligent” support plans can transform service delivery in health and social care. Using a platform such as iplanit, intelligent support plans can capture and track outcomes, provide evidence of effectiveness and demonstrate provider value. Using a platform such as iplanit they can also improve workforce planning, team and agency communication, promote service user inclusion, and manage risk without compromising person centred principles.

Keywords

person centered; inclusion; transparency; empowerment

PowerPoint presentation:

https://www.conftool.pro/digital-health-care-2014/index.php?page=adminPapersDetails&path=adminPapers&form_id=75
