

## Capacity & Demand

Practice To View  
Brownlow Health @ Kensal

02/05/2020 - 19/05/2020



### CLINICIAN CAPACITY

6,768 Booked Appts. of 7,000 Available Appts.

232 Unused Appts.



### CONSULTATION RECORDINGS

Mental Health

1,830 / 6,021 obs : 30.4%



### APPT. DURATION: PLANNED VS ACTUAL

52,000 Hrs Planned v 50,000 Hrs Actual

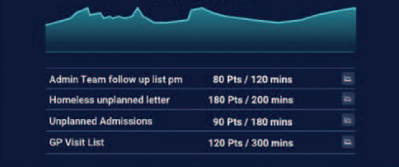
2,000 hrs variance



### AVG. APPT. TIME BY SESSION

Admin Team Follow Up List Am

120 Pts in 200 mins



### APPT. SEEN V DNA

21 Hours Lost

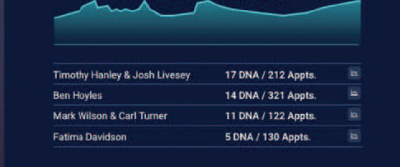
84 DNA's from 1,692 Appts in Date Range (5% Loss)



### DNA BY CLINICIAN

Chris Nixon

20 DNA / 250 Appointments (8.0%)



## OVERVIEW

The Patient and Care Optimiser is a technology solution built *by* general practice *for* general practice. Our one stop shop solution enables your practice to identify with our analytics engine, engage with our comms hub, schedule using the patient facing scheduler and care for your patients virtually with our virtual consults module. All of this is constantly fed back into the clinical system meaning no manual effort is needed on the clinicians behalf to update any patient record.

### Analytics

#### Actionable insights

Enabling data driven decision making to ensure efficiency

#### Understand

Sign posts to key bottlenecks and issues

#### Assurance

Ability to monitor and ensure improvement targets are met

### Comms Hub

#### Tailored Communications

Increase engagement with patients due to personalised messaging and branding

#### Efficiency

Reduced time to identify and communicate with patients

#### Automation

Integration to clinical systems to capture communications in SNOMED coding standards resources

### Scheduler

#### Improved Patient experience

Increase options when booking appointments

#### Efficiency

Reduced phone calls to the practice increasing admin staff

#### Easy Configuration

Healthcare practices configure the appointment slot options for patient booking, ensuring control of the appointment book and who the patient sees.

### Health Forms

#### Improved Patient experience

Simple and quick to input information

#### Efficiency

Automatic coding post review to Health record reduce Admin burden

#### Easy Configuration

Clinicians alerted to out of tolerance patient inputs

### Virtual Consult

#### Engagement

Increase engagement with patients

#### Efficiency

Increase capacity in the Healthcare practice

#### Automation

No duplication of effort for clinical coding into clinical system

✓ Improved Outcome for Patients



# Health Forms

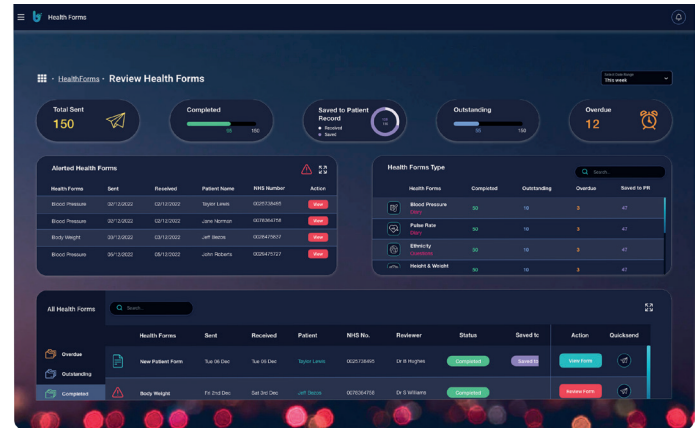
## DESCRIPTION

PACO's Health Form module enables healthcare organisations to directly capture health data from individuals or patient cohorts in a quick and simple manner, these can be one-off data capture or a patient diary to be completed over a period of time.

The Custom builder allows practices to configure engaging and easy forms that have set tolerances for alerting and code to a SNOMED code for automatic updating of the patient health record post review significantly reducing admin burdens in practices.

The scoring functionality for each question and answer enables practices to monitor health pro-actively of patients and can submit an average over time into the health record meaning improved understand of patient needs.

The patient receives a invite by Email or SMS and only needs to input credentials to validate them meaning no downloading of an application to cause a barrier to submitting responses.



## WHY IS IT IMPORTANT?

- Empowers patients to engage with their health record and helps to inform clinicians of health over time of patients.
- Reduces admin time of submitting manual forms into the health record, increasing the data accuracy and ensuring the health record is of high quality.
- Reduces appointment times as routine questions can be answered and submitted ahead of appointments and optimises the time with the patient for the clinician.

## WHAT IT DOES

Practice configured forms for the patient to capture key health data as a one off or diary entry. Direct coding to the Health record configured by practice reduced admin burden and improves data quality. Direct alerting to clinicians on patient responses

## BENEFITS



### Patient Experience

Simple and quick to input information



### Efficiency

Automatic coding post review to health record reducing admin burden



### Automatic alerts

Clinician alerted to out of tolerance patient inputs.



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