

Putting **People First**
Transforming Adult Social Care

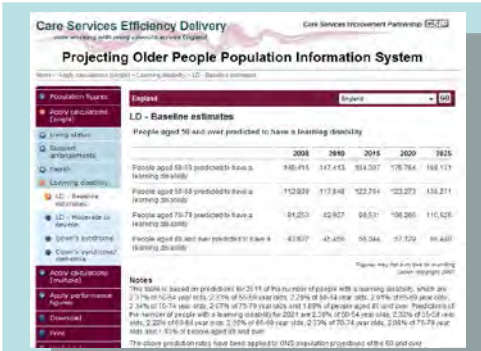


CIPFA Social Care Panel

Mike Charnley-Fisher, CSED (October 2008)

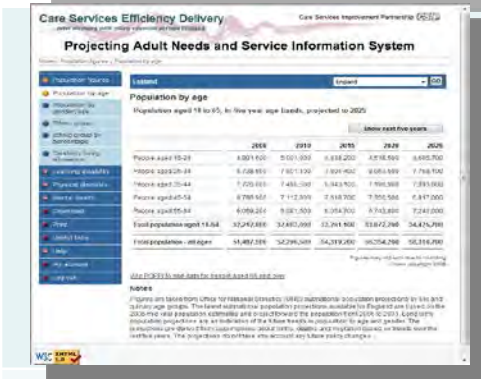
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POPPI, PANSI & FLoSC



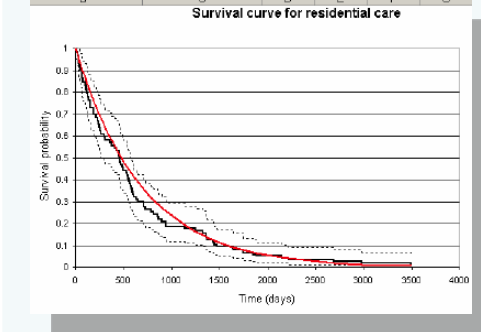
Projecting Older People Population Information

- POPPI 2.2 now out : updated and expanded



Projecting Adult Needs and Service Information

- Covers ages 18-64 and Learning Disability, Physical Disability and Mental Health Needs
- A total of 20 new tables
- Available now



Forecasting Length of Stay and Cost

- Upgraded
- TRACS interface available

TRACS, PSS EX1 & Costs



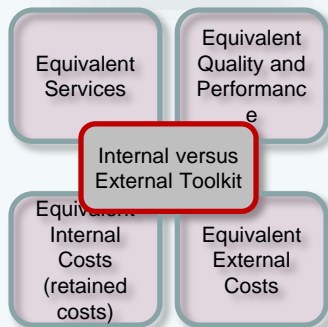
Tool for Rapid Analysis of Care Services

- Version 3.3 just released : improved linkage to SWIFT, CareFirst and others
- More flexible graphs, updated Google® mapping



Personal Social Services Expenditure collection

- Proposal to update PSS EX1 information to better reflect Putting People First
- Solution in development to facilitate better management information whilst reducing the burden of extraction and reporting



Internal versus External Toolkit

- Much improved documentation
- Can be applied to improving efficiency as well as understanding differences in costs

What is the linkage with CSEDs Current Offering ? Tool for Rapid Analysis of Care Services (TRACS)



TRACS is a free open source software product which links to care management systems for analysing, simulating and presenting social care and related data:

Transaction Analysis Authority: Demo Authority

Homecare 1 (Block 1) (0809) Block Contract (Copy Of Current)

Item	Day/Ti	Ratel	QtyFr	Qty	Price	Option
GoodCareCo Homecare 5 (Block 3) ((Block Contract 15	WD	0	0	5.92	5.92	
GoodCareCo Homecare 5 (Block 3) ((Block Contract 30	WD	0	0	5.92	5.92	
GoodCareCo Homecare 5 (Block 3) ((Block Contract 45	WD	0	0	8.88	8.88	
GoodCareCo Homecare 5 (Block 3) ((Block Contract 60	WD	0	0	11.07	11.07	
GoodCareCo Homecare 5 (Spot) (080) Spot (Cost & Volume) 30	WD	0	0	7.30	7.30	
GoodCareCo Homecare 5 (Spot) (080) Spot (Cost & Volume) 60	WD	0	0	12.12	12.12	
Healthcare at Home E (0809) Spot (Cost & Volume) 30	WD	0	0	7.27	7.27	
Healthcare at Home E (0809) Spot (Cost & Volume) 60	WD	0	0	11.15	11.15	
Homecare 1 (Block 1) (0809) Block Contract 15	WD	0	0	5.15	5.15	
Homecare 1 (Block 1) (0809) Block Contract 30	WD	0	0	5.15	5.15	
Homecare 1 (Block 1) (0809) Block Contract 45	WD	0	0	7.72	7.72	
Homecare 1 (Block 1) (0809) Block Contract 60	WD	0	0	10.30	10.30	
Homecare 1 (Cost & Volume) (0809) Spot (Cost & Volume) 30	WD	0	20.000	5.73	5.73	

SCALE OF OPPORTUNITY

Price Percent: **0.28%**
 Qty Adjust: 0.00%
 Client Adjust: 0.00%
 Cost Adjust: 0.00%
 Value: **SAV 38k**

Transaction Analysis Authority: Demo Authority

Remap services to alternative items ... Original Item:

ServiceItem	Block Contract	CostAdj	QtyAdj	Filter	Propn	From	To	Alternative Provider
Block contract 15mins ((102)	PD Dom Care 60	0.00%	0.00%		100%	1	1	

Client Type Options

ClientTypeID	AgeFrc	AgeT	ClientAc	CostAdj	Cur	FilterID	QtyAdj	CostAdj	SetUnit	SetWeek	Cui
Learning Disability	18	26	0.00%	20.00%		My Population	0.00%	-5.00%			
Dementia	85	150	10.00%	0.00%	*		0.00%	0.00%			

SCALE OF OPPORTUNITY

Price Percent: **0.24%**
 Qty Adjust: 0.00%
 Client Adjust: **-0.43%**
 Cost Adjust: 0.53%
 Value: **SAV 44k**

TRACS interactively simulates changes to :

1. Price
2. Quantity
3. Provider
4. Service
5. Client Type
6. Cost

All based on the latest data from the host systems

TRACS

Selection by 'Filter' and 'Drill-down'

Any analysis and presentation view is able to be refined by a selection 'filter'.

The underlying 'transaction' level details are able to be viewed at any time.



The screenshot displays the TRACS software interface, divided into several key sections:

- Top Panel (dlg_Check_CalculatedPrices):** Shows 'Check Price Calculations' for TRACS ID 329462, ClientKey P02868, and Service Spot Contract >30<=60Mins Hospital. It includes a table for 'PriceTable: Homecare Co F (Cost & Volume) (0809)' with columns for days (Thursday, Friday, Sunday, AnyTime), Units, Visits, Price, and Cost. Total values are 2.25 units, 3.00 visits, 9.26 price, and 27.78 cost.
- Filter Definition Panel (Filter Definition - My Population):** A complex interface for defining filters across various categories: Systems, ClientType, ServiceType, ProviderGroup, ServiceItem, ClientCategory, ServiceCategory, ItemCategory, District, Ethnicity, ItemCode, and AgeGroup. A list of filter IDs is visible on the left, including 911, 912, 913, 915, 940, and various block contract and abortive visit codes.
- Bottom Panel (Transaction List):** A table showing transaction details with columns for Ref, FullAnyTime, Weekday, Weekend, Import Qty, Calc'd Qty, Import Price, Calc Price, Import Cost, Calc Cost, and Check Cost. It lists transactions for different services and providers.

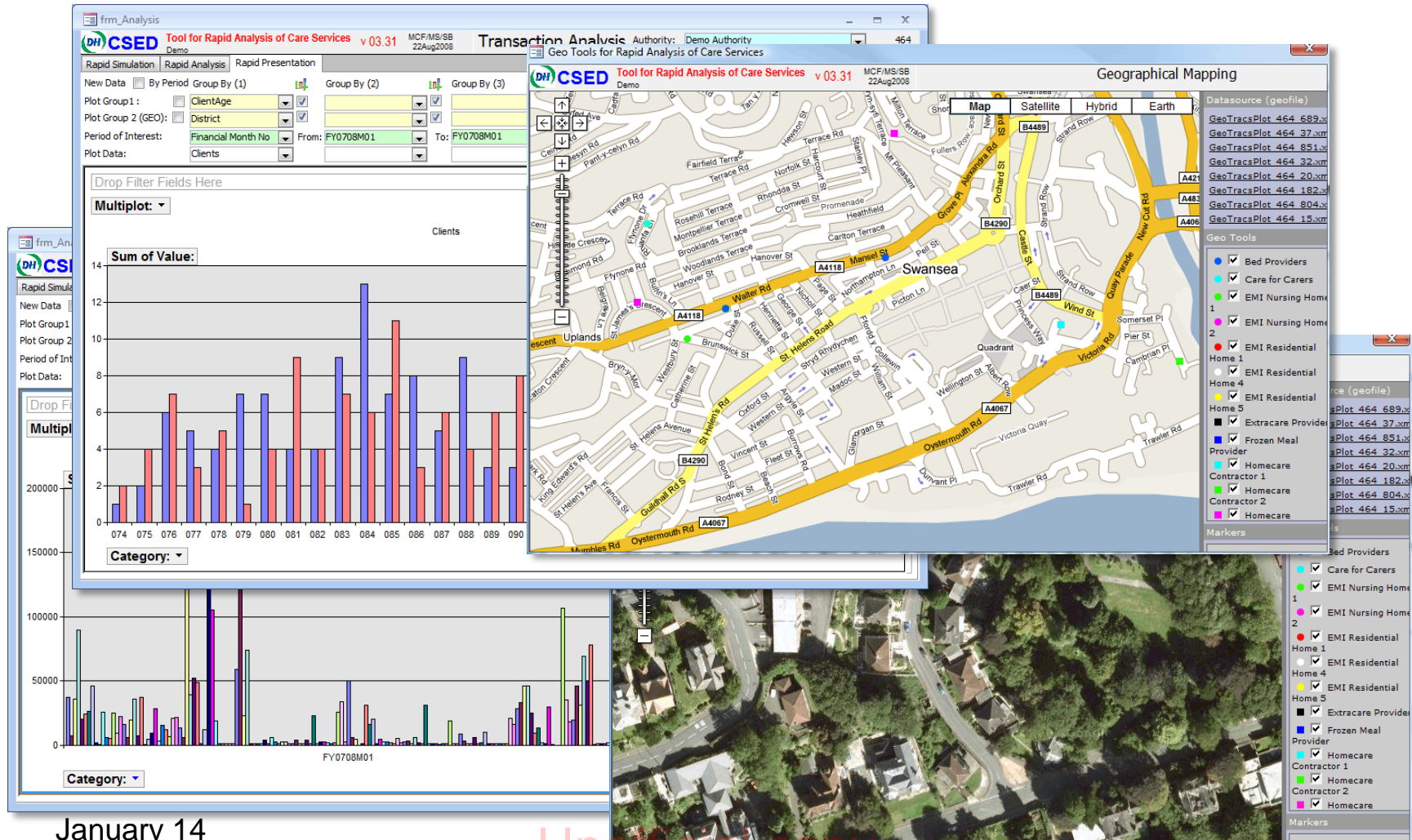
January 14

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TRACS : Transaction level tool able to aggregate upwards



With TRACS you are able to interactively view any information at different levels of aggregation and plot it in different ways to see profiles, patterns, trends, etc.



January 14

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TRACS is not the only solution – other excellent products



The PSS/EX Challenge (as seen by CSED)

To leverage the TRACS experience :

- to reduce the burden on councils for extracting consistent data
- to provide much richer management information for councils to use
- to help open the door for a wide variety of other analytical tools
- to influence standardisation of care management system configuration
- as a by-product, to provide better information for national benchmarking and central government decision making

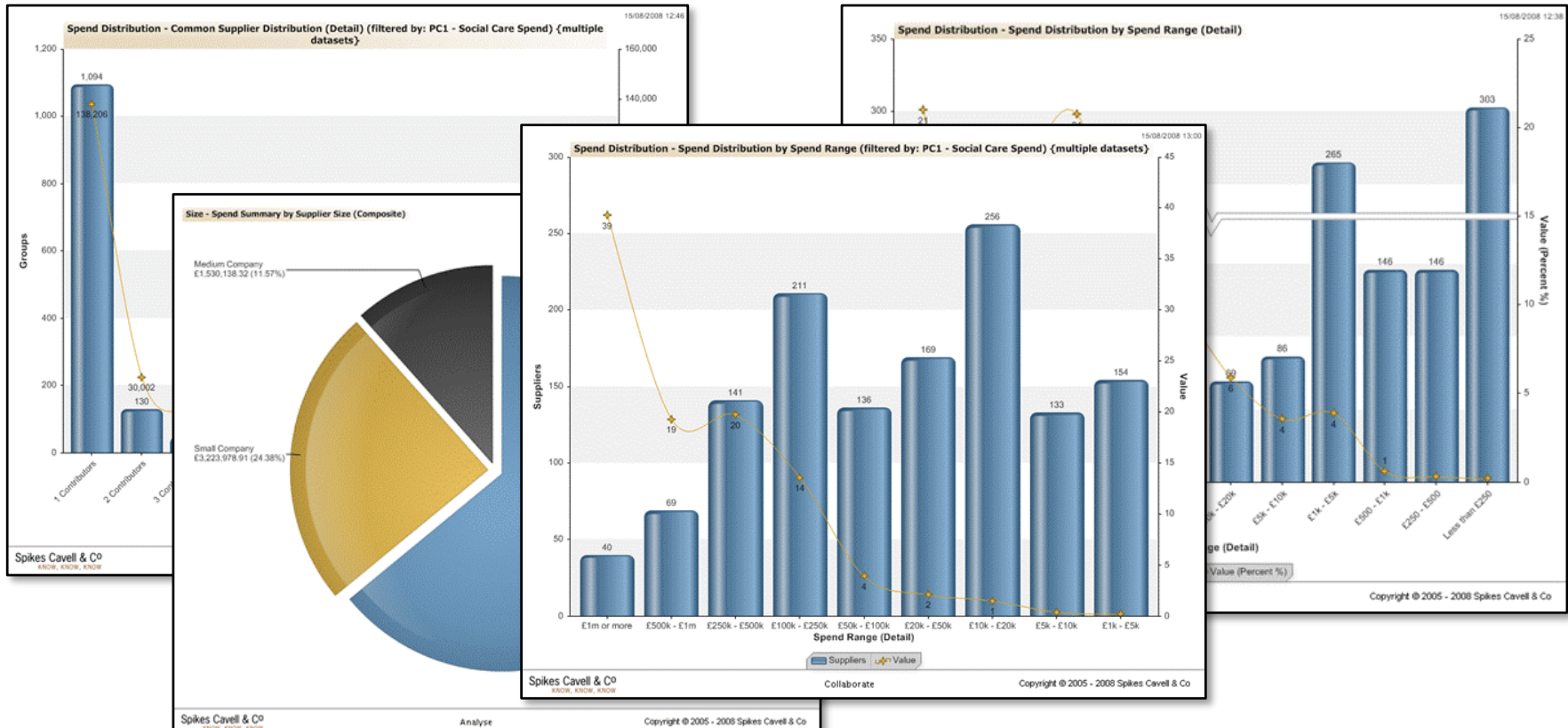
Level of Analysis	Application	Example Tools
Transaction Level (vast amounts of data)	Simulation of detailed transaction level change impacts (e.g. new pricing)	TRACS Locally generated spreadsheets
Aggregated by Client by Provider by Month (optimum)	Trend analysis, strategy development, strategic needs assessment analysis	PI Benchmarks forthcoming CareTrak™ Spikes Cavell Observatory
Aggregated by Service / Client Type	National benchmarking, policy decision support	Updated PSS/EX and related returns analysis Dr Fosters KIGS



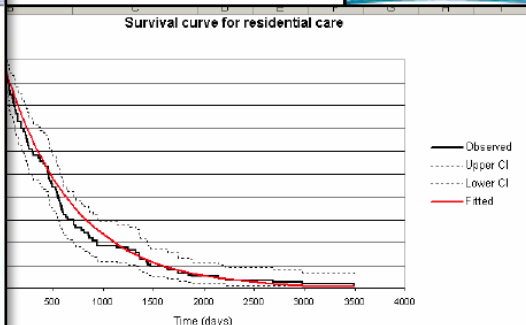
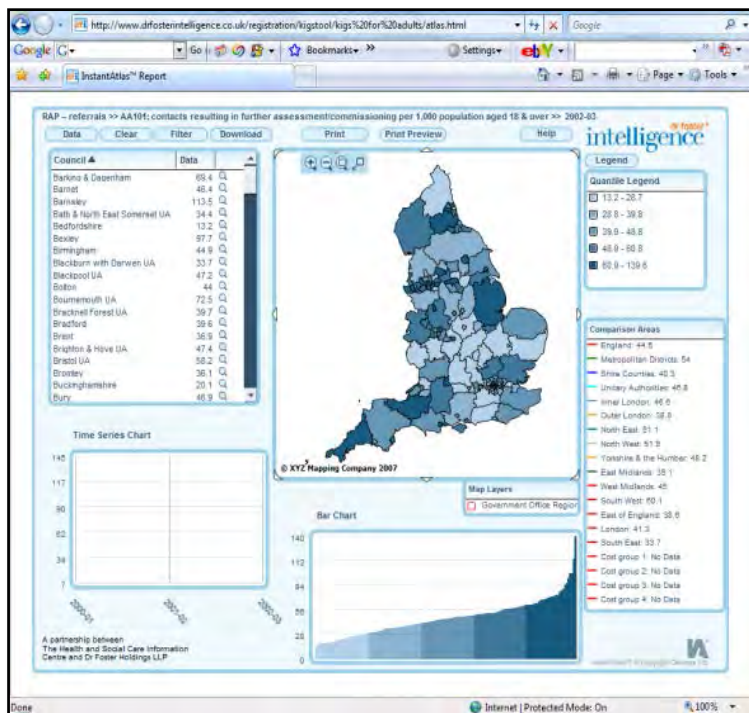
Example 1 : CareTrak™ Sophisticated presentation, analysis and benchmarking software



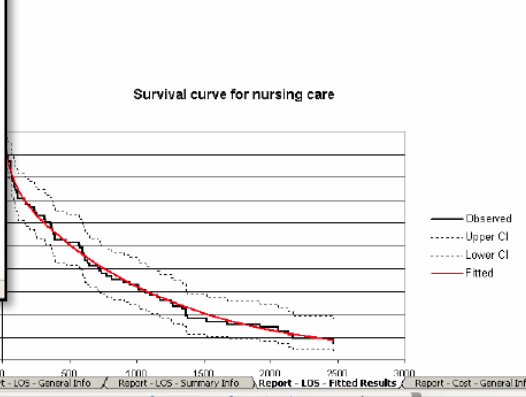
- Cleansing data, matching to national provider datasets (e.g. private company and charity providers) and benchmarking
- The better the depth, quality and consistency of data the easier (and cheaper) it becomes to take advantage of such tools



Example 3 : Dr Foster KIGS and Others (FLoSC, Nuffield Foundation PARR, Planning4Care, etc)

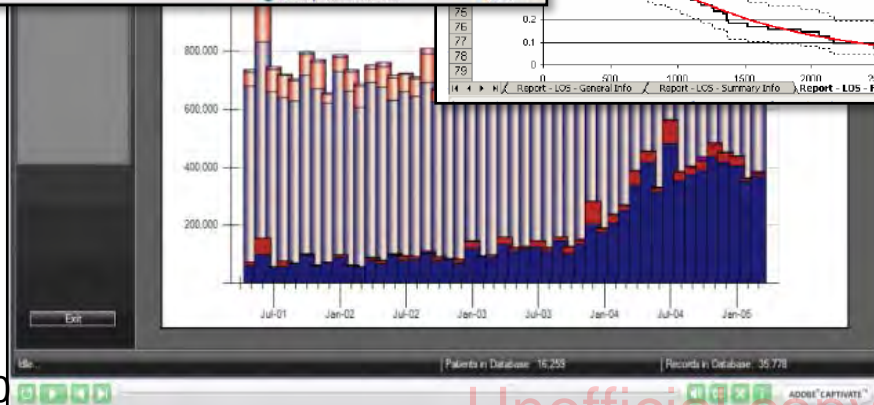
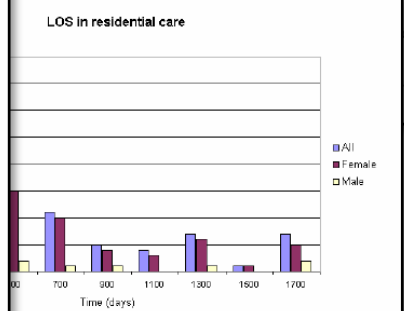


4care - a big step forward
 ic needs assessment for
 ople's social care



essential analysis for
 ent to help you build
 commissioning

level preventative support to intensive care packages. It also provides breakdowns of how care is currently provided, i.e. publicly funded (potentially) self funded and informal support.

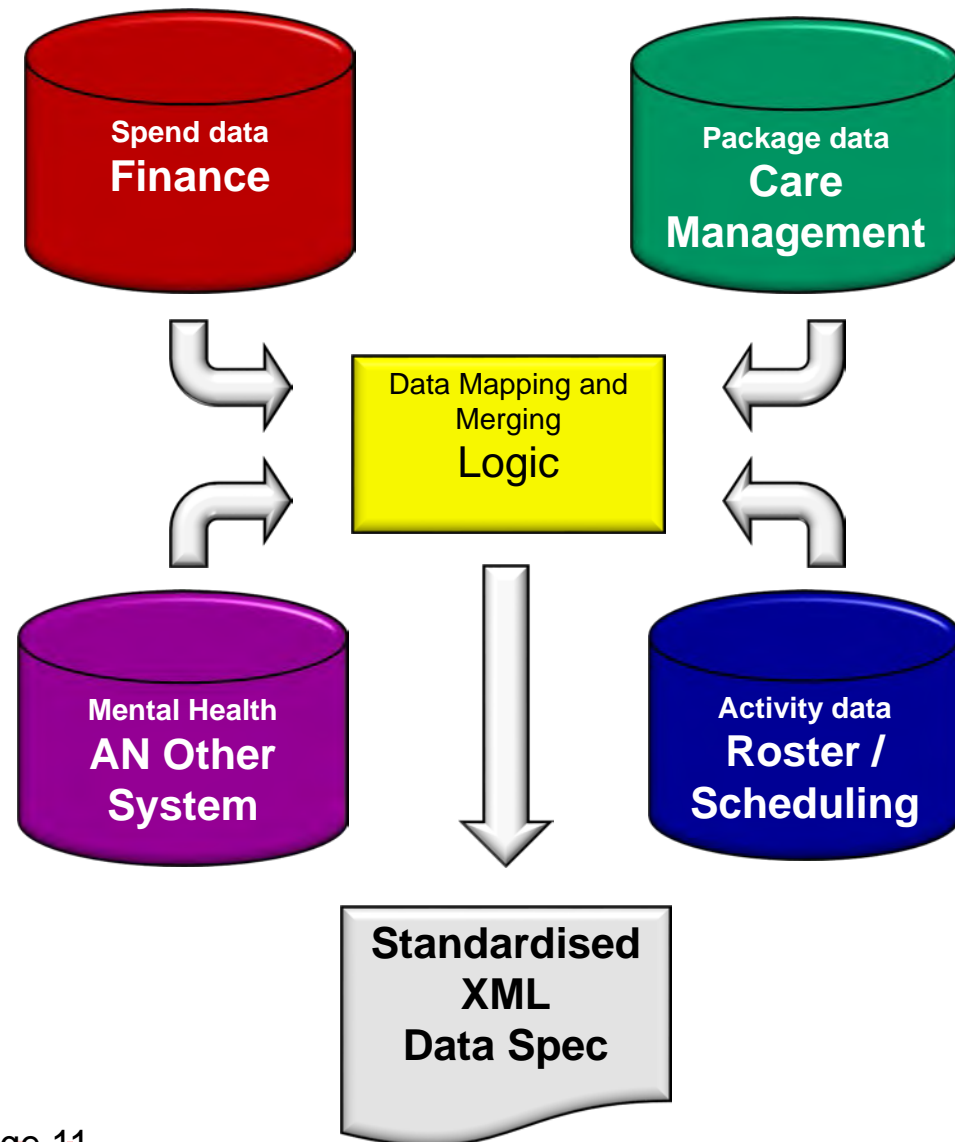


52	
53	
54	Summary on the movement of residents
55	total number of residents present on 2003-10-20
56	--- in RC
57	--- in NC
58	number of admissions to RC during the period
59	number of residents died in RC during the period
60	number of residents transferred to NC during the period
61	number of residents still living in RC at the end of the period
62	number of direct admissions to NC during the period
63	number of residents still living in NC at the end of the period (including those transferred from RC)
64	number of residents died in NC at the end of the period (including those transferred from RC)
65	number of residents still living in NC at the end of the period (among those transferred from RC)
66	number of residents still living in NC at the end of the period (among those transferred from RC)
67	

Approach to Data Extraction for PSS/EX (1)

Merging data from several systems via a common language

- Extraction and distribution using database friendly formats
 - XML versus Excel
- Maximising the use of existing operational data directly from systems
 - Definitions at a level consistent with existing operational systems
 - Principle of mapping to current system data versus changing it
- Not just an XML specification
 - Proof of concept via a demonstrable prototype involving multiple council datasets



Approach to Data Extraction for PSS/EX (2)

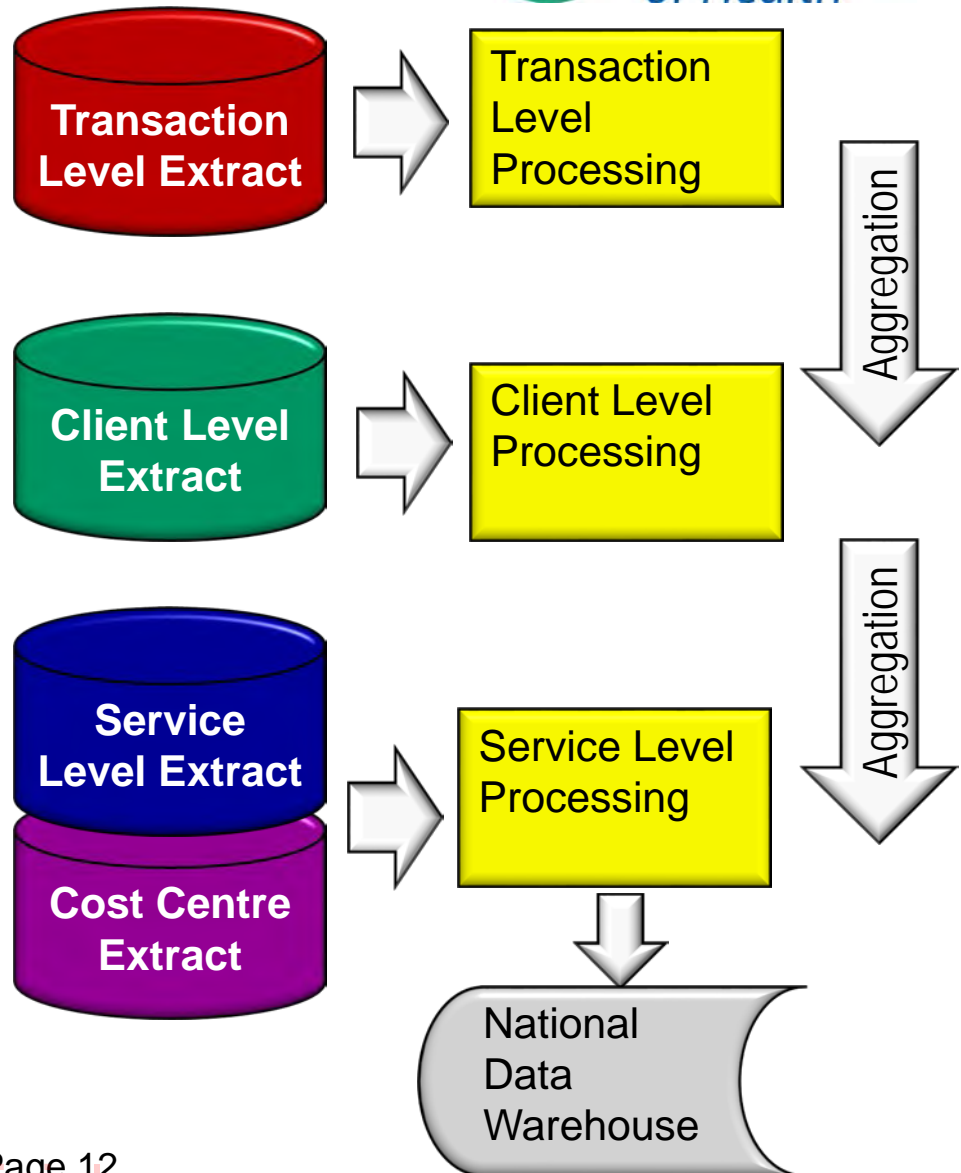
Provision of data at the three levels

- Option to mix and provide data at the three levels

- By transaction
- By client / provider (funder) / per month
- By client type / service type / per year (with optional per month)

- At service level automated pro-rata based completion of activity/spend gaps

- Standard formula versus council variants
- Some ability to manually override at high level (with audit trace)



Service Level (PSS/EX) XML Extract :

A cleaner distinction between the various dimensions

- Current Excel formatting constraints mix multiple dimensions
- In the XML extraction process these will be more cleanly separated out
 - Allows data to be separately ‘sliced and diced’ (Pivot table analysis) by: Service Type, Client Type, Age Group (RAP) and Income/Expenditure type
 - Still allows for regrouping into Older People (75-84 and 85 and Over)
 - Allows for any Client Type to receive any Service Type regardless of age

AgeGroup	ClientGroup	ClientClass	PrimaryServiceCategory	SecondaryServiceCategory
Unborn			Service Strategy	
Under 18			Service Strategy	Strategic Management
18 - 64			Service Strategy	Operations Support
65 - 74	Physical Disability		Service Strategy	Client Support
75 - 84	Physical Disability	Frailty	Service Strategy	Social Care IT
85 and Over	Physical Disability	Physical Impairment	Service Strategy	Finance Support
All ages	Physical Disability	Hearing Impairment	Service Strategy	Financial Assessment
*	Physical Disability	Visual Impairment	Service Strategy	Training
	Physical Disability	Dual Sensory Loss	Service Strategy	Premises and Property Costs
	Learning Disability		Service Strategy	Transportation
	Learning Disability	Moderate Learning Disability	Assessment & Care Management	Assessment & Care Management
	Learning Disability	Down's Syndrome	Assessment & Care Management	Initial Points of Contact (CRM)
	Learning Disability	Challenging Behaviour	Assessment & Care Management	Care Managers, Social Workers et
	Learning Disability	Autism	Assessment & Care Management	Occupational Therapy
	Learning Disability	Profound and Multiple LD	Assessment & Care Management	Support Staff
	Mental Health Needs		Nursing Care Placements	
	Mental Health Needs	Dementia	Nursing Care Placements	Long Term
			Nursing Care Placements	Rehabilitation / Reablement
			Nursing Care Placements	Respite
			Nursing Care Placements	Short Term

An Emerging Spec for Service Level Aggregation (Work in progress)

Field Name	Data Type	Description
AuthorityID	Number	MUST HAVE : Reference to the authority (as a numerical value)
SystemID	Number	OPTIONAL : Reference to the system from which the data came (as a numerical value)
AgeGroup	Text	MUST HAVE : The Age group to which this data relates
ServiceCatID	Number	MUST HAVE : Reference to the service type (service category)
ClientCatID	Number	MUST HAVE : Reference to the client type (client category)
IsExpenditure	Yes/No	MUST HAVE : Indicates if the amount is an expenditure or an income
IsGrant	Yes/No	MUST HAVE : Indicates if the income/expenditure relates to a grant or not
IsIB	Yes/No	MUST HAVE : Indicates if the expenditure relates to Individual Budgets
FinancialYear	Number	MUST HAVE : The financial year to which the data relates
13MonthNo	Number	OPTIONAL : The (13 Month) month number within the financial year
ClientsOrWTEs	Number	GOOD TO HAVE : Depending on Service, the number of clients or Working Time Equ
ActivityQty	Number	GOOD TO HAVE : The quantity associated with the service (in the units specified) to
ActivityUOM	Text	GOOD TO HAVE : The Units of Measure in which the ActivityQty is measured
Amount	Number	OPTIONAL : Depending on the level in the hierarchy the amount associated with th
IsActual	Yes/No	MUST HAVE : Indicates if the data relates to actual expenditure/income as reported
Adjustment	Number	OPTIONAL : Manually added adjustment which will be applied to all numerical valu
ClientAdjustment	Number	OPTIONAL : Manually added adjustment specific to the number of clients / WTEs : v
QtyAdjustment	Number	OPTIONAL : Manually added adjustment specific to the quantity : will be applied or
AmountAdjustment	Number	OPTIONAL : Manually added adjustment specific to the amount : will be applied on
ClientsDerived	Yes/No	AUTO : Completed by the automated logic to indicate if the client / WTEs numbers


Field Properties

Lining up with Health, Forecasts and JSNA: An opportunity to migrate to improved client types?

- Older People superseded by separate Age Group dimension
- Add Health Related Needs (and expand other groups [optional]):
 - Better linkage with Health (and other returns)
 - Improve information input into JSNA
 - Aligns with existing / forthcoming forecasting tools (e.g. POPPI/PANSI)
 - Aligns with RAP (removal of Older People) but has advantage that Physical Disability is not distorted (e.g. Temporary Illness)
 - Provides better insight on the impact of Health on Social Care (hospital discharge, obesity, etc)
 - Backward compatible, via the separate Age Group, with historical data

Physical Disability	Learning Disability	Mental Health Needs	Health Related Needs	Other Support Needs
Frailty	Moderate Learning Disability	Dementia	Cancer	Aids / HIV
Physical Impairment	Down's Syndrome	Depression	Heart Disease	Substance Misuse
Hearing Impairment	Challenging Behaviour	Neurotic Disorder	Obesity	- Alcohol
Visual Impairment	Autism	Personality Disorder	Stroke	- Drugs, Solvents, etc
Dual Sensory Loss	Profound and Multiple LD	Psychotic Disorder	Temporary Condition	Physical Abuse
			Terminal Illness	Other Conditions
			COPD	
	Asylum Seekers*	15 Carers		

The Principle of 'Mapping' Existing Data and Migrating toward updated definitions


CSED Tool for Rapid Analysis of Care Services v 03.30 MCF 28Jun2008

Service Definitions BESPOKEXX Refresh Agreements ...

ClientTypes | Map Client Typ. | ServiceTypes | Map Service Typ. | Service SubTypes | ItemTypes | Map Item Typ. | Misc | Services | Map Services to Categories | Items | Map Service Items

Import Client Types ...

ClientType	ClientGroupKey	ClientCatID
Aids/HIV	Other AD	Other Support Needs : Aids / HIV
All Categories	All	All Categories
Children and Families	Children	Children Looked After : Children and Families
Dementia	MH	Mental Health Needs : Dementia
Disabled Children	Children	Children Looked After : Children and Families
Dual Sensory Lo	PD	Physical Disability : Dual Sensory Loss
Frail/Temporary	PD	Physical Disability : Frailty
Hearing Impairment	PD	Physical Disability : Hearing Impairment
Hearing Impairment	PD	Physical Disability : Hearing Impairment
Learning Disabi	LD	Learning Disability
Learning Disability	LD	Learning Disability
Mental Health	MH	Mental Health Needs
Mental Health -	MH	Mental Health Needs
Not Known	Unknown	Not Applicable/Known
Older People	PD	Physical Disability : Frailty
Older People Mental Health	MH	Mental Health Needs
Other Adult Services	Other AD	Other Support Needs : Other Adult Service
Other Childrens Services	Children	Children Looked After : Children and Families
Other Vulnerabl	Other AD	Other Support Needs : Vulnerable People
Other Vulnerable Adult	Other AD	Other Support Needs : Vulnerable People
Physical Disabi	PD	Physical Disability
Physical Disability	PD	Physical Disability
Substance Misus	Substanc	Other Support Needs : Substance Misuse
Substance Misuse	Substanc	Other Support Needs : Substance Misuse
Visual Impairme	PD	Physical Disability : Visual Impairment
Visual Impairment	PD	Physical Disability : Visual Impairment
*		

Client Type Mapping

ClientTypeMatcl	ClientCatID
_Aids/Hiv	Other Support Needs : Aids / HIV
_Hivai	Other Support Needs : Aids / HIV
_Ld	Learning Disability
_Mh	Mental Health Needs
_Misuse	Other Support Needs : Substance Misuse
_Op	Health Related Needs
_Opmh	Mental Health Needs : Dementia
Adult	Other Support Needs
Aids/Hiv	Other Support Needs : Aids / HIV
ALL	All Categories
Asylum	Asylum Seekers
cancer	Health Related Needs : Cancer
Capac	Not Applicable/Known
Capacity	Not Applicable/Known
Carer	Carers
CF	Children Looked After : Children and Families
CFDIS	Children Looked After : Disabled Children
Child	Children Looked After : Children and Families
Commun	Carers
Community	Carers
Dementia	Mental Health Needs : Dementia
Direct Payment	Health Related Needs : Stroke
Dp	Health Related Needs : Stroke
Dual	Physical Disability : Dual Sensory Loss
Dual sense	Physical Disability : Dual Sensory Loss
Dual Sensory	Physical Disability : Dual Sensory Loss
ELD	Health Related Needs : Stroke
Elders Learning	Learning Disability

Map Client Types ...

CSED XML Prototype (TRACS Enhancement) Timetable



Action	Status	Comment
XML Extraction Specification	early Oct 08	Transaction level done (TRACS)
Transaction level extraction from care related systems	Complete	Swift and CareFirst implementations within a day
Improved ability to aggregate to client and service level	Imminent / Complete	Can do currently but cannot edit / amend at aggregate levels
Demonstration of reporting capability (PSS/EX look-alike)	Partial early Oct 08	To include first attempt at HH1, the P part of RAP, etc.
Improvements to the merging of data from multiple sources	Partial early Oct 08	e.g. TRACS is able to 'match' clients in a separate utility
Interfacing to third party tools	In principle Dec 08	Discussions with all mentioned providers
Identification of pilot councils	In principle	We already know councils who have expressed an interest
Demonstration of prototype	Dec 08	4 to 5 councils
Input of lessons learnt / prototype into National solution	Mar 09	Additional councils to have been piloted and debugged.