Combining the power of people, data and technology

to optimise NHS care pathways

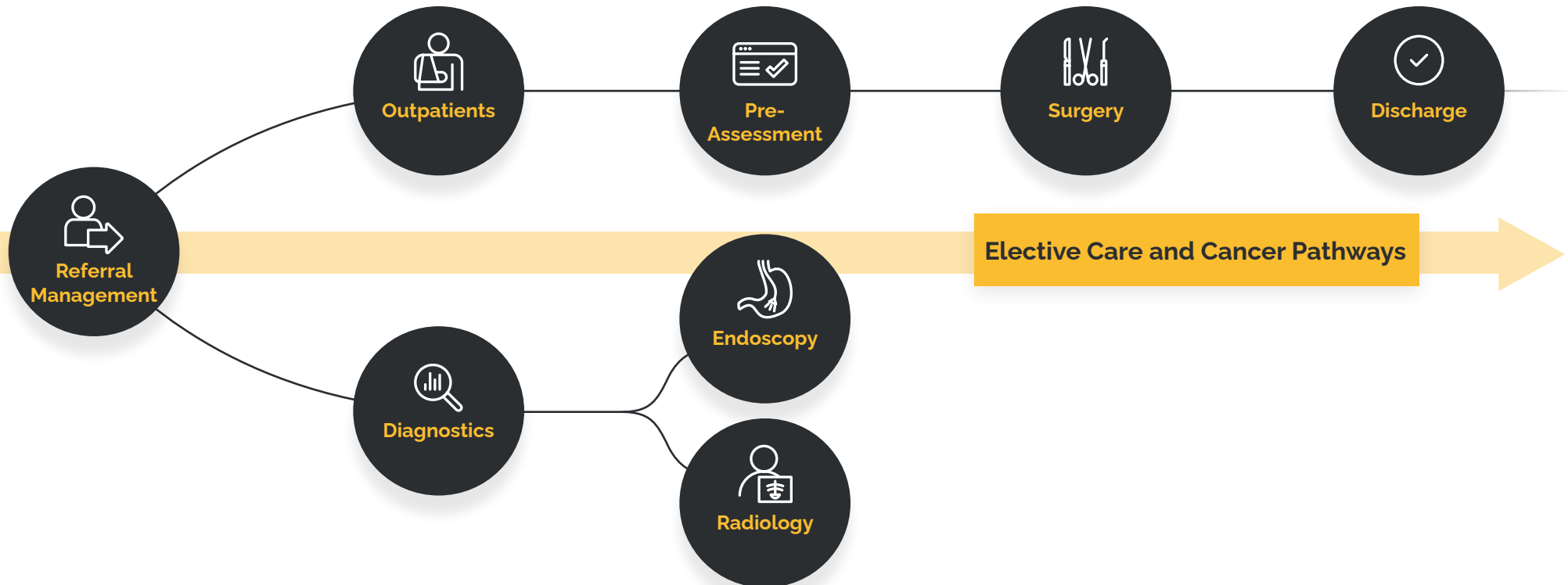# Hello. We are Four Eyes Insight

Our mission is to find clinical efficiencies

Four Eyes Insight uses the combined power of our people, data and technology to get to the root cause of elective care pathway inefficiencies. We implement interventions that enable the NHS to effectively use data to understand where improvements could be made for both immediate and long-lasting change.

Care Pathway Optimisation
With demand exceeding capacity, the challenge of delivering more elective activity is about much more than clinical and administrative capacity available - elective care pathways need to be optimised at pace. Four Eyes Insight is committed to supporting the NHS to embed a sustained culture of continuous improvement to tackle this current challenge.
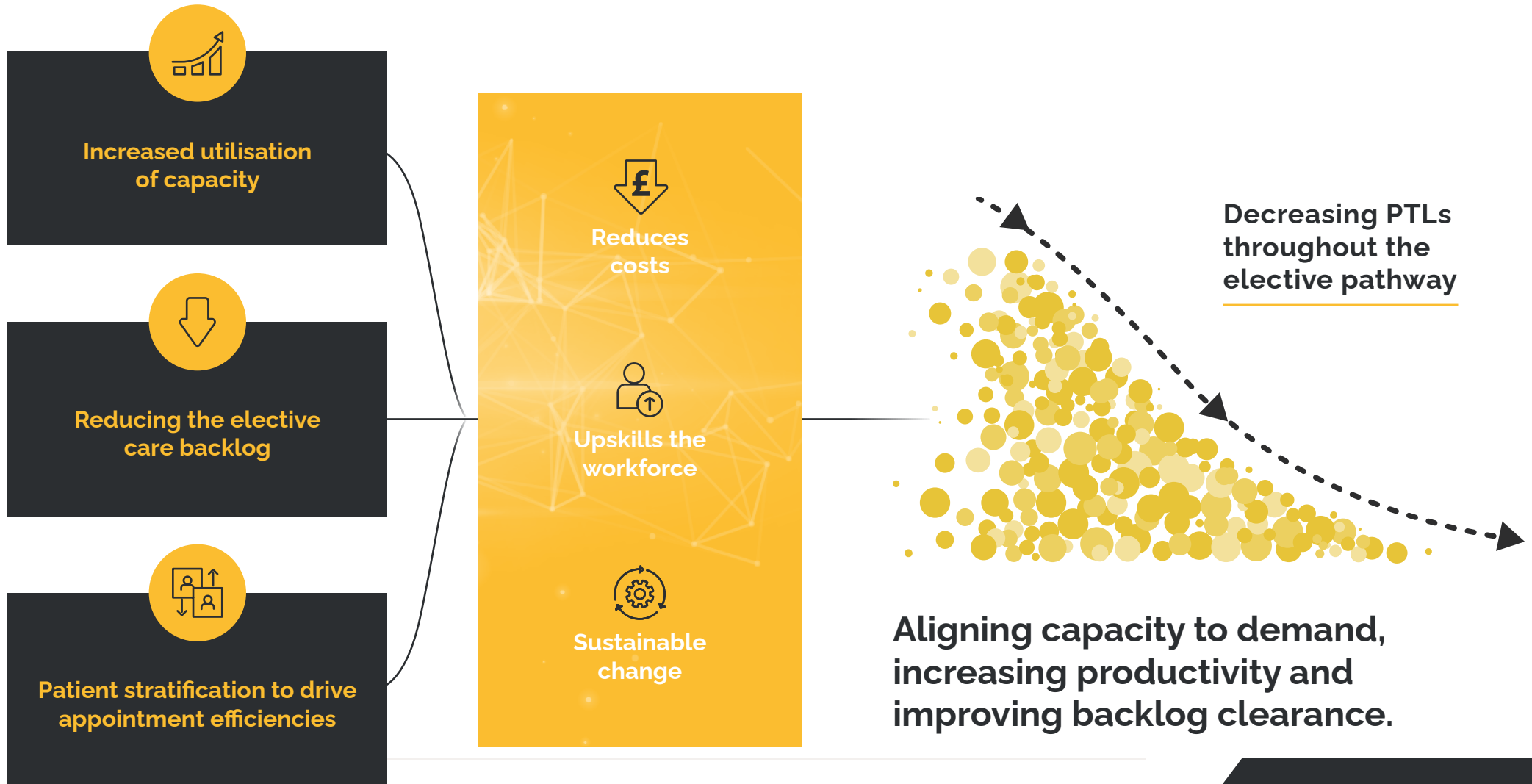
- Working across the full elective care pathway
- Optimising service delivery
- Bringing long-term sustainability to the NHS

- Tried and tested methodologies and best practices to impact NHS productivity
- Strong focus on technology and analytics, to underpin everything we do
- Expertise and subject matter experts with NHS experience

Outpatients

Pre-Assessment

Surgery

Discharge

Referral Management

Diagnostics

Endoscopy

Radiology

Elective Care and Cancer Pathways

Data driven solutions

Supporting the elective care backlog

With a range of software and consultancy services spanning multiple service specialties and working with all stakeholders to translate and embed these changes, we can bring sustainable reality and effective change that lasts.

Increased utilisation of capacity

Reducing the elective care backlog

Patient stratification to drive appointment efficiencies

Reduces costs

Upskills the workforce

Sustainable change

Decreasing PTLs throughout the elective pathway

Aligning capacity to demand, increasing productivity and improving backlog clearance.

Impact

Working shoulder to shoulder with NHS organisations and systems across the country, the Four Eyes Insight team has delivered significant impact.

120%
improvement in theatre activity levels compared to pre-pandemic utilisation (NHSEI South East Region)

60%
reduction in patients booked in for unnecessarily lengthy pre-assessments (Cardiff and Vale Health Board)

50%
reduction of late starts in theatres (Coventry & Warwickshire ICS)

Training
>80%
clinical and operational staff within an ICS to enable data-driven decision making (Coventry & Warwickshire ICS)

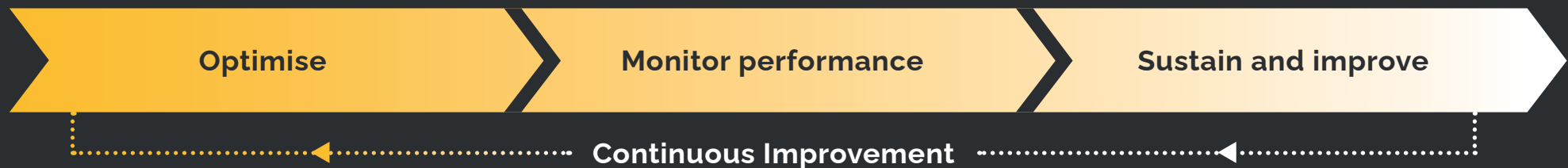**40%**
reduction in the Cancer backlog (NHS Trust)

Our Methodology

Insight Portal

- ✔ **Productivity Analysis**
- ✔ **Care Pathway Re-design**
- ✔ **Service Optimisation**
- ✔ **Scenario Modelling**

Our services are underpinned by performance, capacity and forecasting technology which delivers insights, trends and opportunities for improvement.

- Data-driven planning
- Knowledge transfer
- Workforce training and development

Optimise → **Monitor performance** → **Sustain and improve**

Continuous Improvement

Subject Matter Experts

The Four Eyes Insight team is unique, our 40-strong team combines clinical and operational expertise to deliver improvements to the NHS. Many of our consultants have held roles within the NHS before joining Four Eyes Insight, from trained doctors and registered nurses to former chief operating officers (COOs). Our team fully understand the challenges you face and have proven expertise in delivering effective solutions to solve them.

Core Capabilities

Working across elective care pathways

- ✓ **Productivity**
- ✓ **Pathway Redesign**
- ✓ **Booking and Scheduling**
- ✓ **Waits Recovery and Sustainability**
- ✓ **Job Planning**
- ✓ **Demand and Capacity**
- ✓ **Performance Management**
- ✓ **Cancellation Avoidance**
- ✓ **Performance Incentives**
- ✓ **Insourcing and Outsourcing**
- ✓ **Waiting List Management**
- ✓ **Cost Improvement**

Intelligent Theatre Preformance & Forecasting software
Our software helps organisations reduce waiting lists by maximising elective theatre utilisation and enhancing the patient scheduling process

Diagnostic reviews
Our data-driven pathway reviews focus on operations performance and the workforce to highlight improvement areas and quick wins that will improve patient throughput.

Productivity measurement
Triangulation of onsite observations combined with service performance data and clinical engagements are analysed to highlight areas for improvement.

Demand & capacity modelling
With seasonal variation in patient demand, we use historic, baseline data and predictive analytics to anticipate the impact of these variations, enabling you to better match capacity with future demand.

Training
Knowledge transfer programmes to upskill and empower clinical and administrative teams, helping them more successfully embed optimisation programmes into practice.

Service optimisation
Implementation of interventions and process improvements to ensure resources are being used effectively and mechanisms for forward planning to support the backlog reductions and reduce insourcing costs.

Workforce planning
Optimisation of clinical and administrative workforce functions through modelling of effective job planning, delivery and the need for developing and training.

Communications
Key to sustainable change is the sharing of best practice across the system. We work with single Trusts, integrating care systems and regions to ensure that everyone benefits from shared expertise.

Resource support
Our team identify resource issues and opportunities; working collaboratively to support multidisciplinary teams.

RTT Recovery
Efficiency measures to reduce Referral to Treatment delays through good waiting list and demand management through accurate recording and reporting of RTT waiting times.

Outpatient Transformation
Programme of works to help NHS organisations understand how new initiatives and digital solutions will help deliver the same care, in a different way; improving patient experience and considering the reduction in carbon footprint that digital transformation can provide.

Analytics & Insight
Encouraging data-driven decision making through automated aggregation of data and improved accuracy of reporting.

Cath Lab Efficiency
Standardising methods and metrics to promote optimisation of cath lab services; addressing performance gaps which require corrective action and opportunity gaps including the potential to introduce new technology.

Example Programmes

Our NHS Regional work

Elective Recovery Modelling and Support

NHSEI South East Region Combined 6 Trust Engagement

Stress-testing recovery plans, capacity scenario modelling and implementation:

- ✓ Delivery of sustainability assessments
- ✓ Identification of blockers to improvement and initiation of mitigation actions
- ✓ Building and testing of medium-term recovery plans to improve backlog clearance trajectories
- ✓ Training designed to develop the core skills required to:
  - **Maximise** elective capacity
  - **Improve** poor performing areas
  - **Efficiently** manage elective pathways

Partnering with ICSs

Performance Software Implementation and Intensive Improvement Support

Coventry & Warwickshire ICS

Accelerated recovery support:

- ✓ On-the-ground delivery support driving fast-paced, impactful and sustainable recovery
- ✓ 5 specialty focus
- ✓ Launch and embedding of performance management and forecasting software to track activity, identify capacity gaps and drive accelerated recovery
- ✓ Comprehensive technical and scenario-based integration training delivered to over 80 operational and clinical staff

- Average **late starts decreased by over 50%** during the programme enabling increased utilisation of capacity

Supporting NHS Trusts

Improving Compliance Against Operational Cancer Standards

NHS Trust Service Support

Improving cancer pathways to aid recovery and increase compliance against cancer operational standards:

- ✓ PTL management
- ✓ Capacity and demand modelling at the pathway level
- ✓ Enhanced Covid-19 recovery and service planning within the Endoscopy service
- ✓ Improved compliance with Cancer operational standards

- **40% reduction** in the cancer backlog
- **44% reduction** in 104-day breaches
- **27% increase** in 62-day compliance

Combining the power of people, data and technology to optimise NHS care pathways

We support all organsations involved in the delivery of care across the NHS, including:

UK Nations

Four Eyes Insight has an in-depth knowledge of the health systems in the UK to ensure optimisation programmes are personalised to the location we are working in.

Local Regions & Integrated Care Systems

Working at a regional and ICS level, our multi-trust programmes have positively impacted theatre activity levels at a wide scale, encouraging inter-organisational collaborations to tackle the backlog.

Organisations

With projects across the healthcare eco-system, the Four Eyes Insight team work collaboratively with clinical and administrative teams to identify opportunities for optimisation and best practice which can be amplifiied on a wider scale.

FOUREYES **INSIGHT**

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