

## Northampton General Hospital NHS Trust selects Atos Healthcare's CapPlan solution for accurate hospital capacity planning

London, 25 March 2010

### **Solution offers significant patient care improvements and cost savings**

[Atos Healthcare](#), a business division of Atos Origin, today announced that it has won a contract with Northampton General Hospital NHS Trust to deliver its [capacity planning solution \(CapPlan\)](#) to accurately and efficiently forecast resource requirements and in-patient demands.

CapPlan is a comprehensive solution that combines capacity planning consulting services with specialised decision-making support software to provide accurate and timely information that guides operational decision-making. Trusts are required to deliver improvements to help the NHS achieve its strategic objectives, as outlined in the frame of reference provided by the Quality, Innovation, Productivity and Prevention (QIPP) agenda - capacity planning is a key element of this.

Paul Forden, Chief Executive of Northampton General Hospital NHS Trust, said: "Hospitals have always struggled to know how many patients they can expect to see on a day to day basis. Whilst electives are predictable, the non-elective take can be influenced by seasonal trends, day of the week and many other factors. I am confident that with CapPlan in place, we will be much better placed to know what demand to expect, allowing us to take the appropriate actions to manage this demand early."

Planning is often a time-consuming, manual task that can be inaccurate and inefficient. CapPlan revolutionises hospital forecasting by helping hospital administrators to manage patient admissions through to discharges, across all wards at any time. By identifying, analysing and resolving capacity planning issues in hospitals, CapPlan provides 'real-time' information to managers and clinical staff regarding each patient's situation combined with forecasting of future requirements. This enables the transformation of bed and resource management and helps hospitals to deliver trust-wide efficiencies and an improved patient experience, resulting in major cost savings and new revenue opportunities.

During the CapPlan Discovery project at Northampton General Hospital, Atos Healthcare was able to identify potential significant cost savings within staff resourcing which, together with operationalisation of their improvement programme, could see the Trust achieve a 100% return on investment within their first year of deploying CapPlan.



“Ensuring that patients experience the best possible care is achieved, in part, by hospitals delivering care in the right place, at the right time by the right people – for example, having the correct number of beds available on the right types of ward with appropriate staff support,” said Lesley McLay, Business Consulting Head of Health at Atos Healthcare.

McLay continued: “Hospitals are under increased pressure to improve patient care, manage resources and continue to meet national and local targets, planning for pandemic episodes and regular peaks (e.g. the winter / Easter periods) in a proactive rather than reactive way. CapPlan enables hospitals of all sizes to do exactly that. By combining consultancy, software and collaborative working, we are able to combine analysis with meaningful and sustainable recommendations that ultimately benefit everyone – from hospital administrators to the general public.”

The new CapPlan solution commences with a Discovery phase – a tailored consultation project which lasts around two months when Atos Healthcare works with the hospital team to understand current processes and identify opportunities to change practice to realise patient care improvements and cost savings.

### **Improved capacity planning is beneficial for all those involved:**

- > Patient experience and outcomes can be significantly improved by the reduction in cancelled appointments and placement on the most appropriate ward, reducing the risk of infection and the amount of time spent in hospital
- > Hospitals can:
  - o Accurately forecast when, what and how many patients and procedures they can safely manage both immediately and in the long-term, within resource limitations
  - o Access real-time performance indicators and evidence across the hospital to support the mainstreaming of improvements and improve patient flow (by shortening the length of stay and increasing pre-midday discharges) assisting hospitals to meet both strategic objectives and targets
- > Improved capacity planning ensures appropriate staff levels and reduces the need for bank and agency staff
- > Staff planning is evidence-based and aligned to workloads, promoting less bed-blocking and fairer staffing allocations
- > Clinicians know exactly where to find their patients, enabling faster delivery of quality care and discharge processing.





## Notes

### About Atos Origin

Atos Origin is a leading international information technology (IT) services company, providing hi-tech transactional services, consulting, systems integration and managed operations to deliver business outcomes globally. The company's annual revenues are EUR 5.1 billion and it employs 50,000 people. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and has a client base of international companies across all sectors. Atos Origin is quoted on the Paris Eurolist Market and trades as Atos Origin, Atos Worldline and Atos Consulting. For further information, please visit [www.atosorigin.co.uk](http://www.atosorigin.co.uk)

### About Atos Healthcare

Atos Healthcare, a division of Atos Origin, combines the Company's expertise in consulting, technology and healthcare to improve the way care is delivered. Services range from lean service transformation, commissioning, hosting and software development, through to disability assessments, occupational health and front line primary care. Atos Healthcare has over 3,000 staff, of whom around two-thirds are medical professionals. For more information visit: [www.atoshealthcare.com](http://www.atoshealthcare.com)

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