

# Sustainably changing ways of working to improve healthcare performance

As the coronavirus pandemic has illustrated, public healthcare systems must change the way they operate to effectively combat future challenges.

The starting point for improved services at less cost rests on more intelligent use of data. Relatively few patients consume a disproportionately large amount of healthcare activity. By understanding demand from a patient perspective, we can effectively allocate activity, reduce costs and achieve better patient experience.

## Adopting a Different Perspective: Humanising Healthcare®



### Phase 1: Research

Understanding patient demand is the first step at intelligent system and service redesign solutions

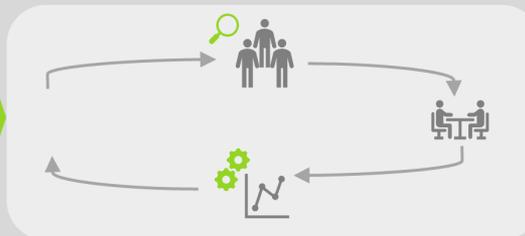


- Quantitative analysis
- Qualitative study



### Phase 2: Redesign

Agile proof of concepts test new approaches and processes with small cohorts of patients

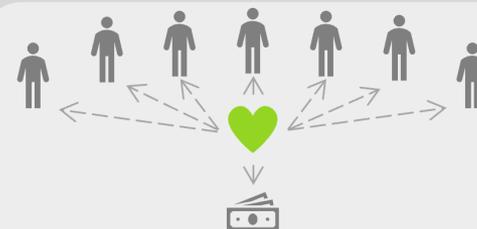


- Process design
- Build & iterate



### Phase 3: Roll In

Improvements are scaled and sustained to embed the new ways of working and operating models



- Scale & sustain
- Realise benefits

# BearingPoint can support your revolution in Healthcare

## Approach

- Humanising Healthcare® establishes time-series data to interpret the true nature of person demand for healthcare services, to better understand the root causes of service/system challenges
- Understanding patient demand is the first step in arriving at intelligent system and service redesign around patient cohorts
- Innovative improvement is achieved via proof of concepts to test new approaches and processes with small cohorts of patients before scaling-up, roll-in the new ways of working and sustain

## Benefits to Clients

- Overcomes the performance challenges facing healthcare systems
- Successfully alters the 'consumption curve for care' and reduces costs across the system – the means to achieving care integration
- Provides for real population health management and true financial 'cost-to-serve' of providing healthcare to these populations

## Previous Clients



“A truly refreshing and proven approach to achieving sustainable performance improvement that can really make a difference to healthcare systems and bring about radical and cost-efficient change at a time when it is most needed.” - *NHS Foundation Trust Board Executive*

## Why BearingPoint?

BearingPoint is an independent management and technology consultancy with European roots and global reach. BearingPoint's clients include many of the world's leading companies and government organisations. The firm has a global consulting network with more than 10,000 people and supports clients in over 70 countries, engaging with them to achieve measurable and sustainable success.

## Key Contacts



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