Connected Resource Planning

Connected planning enables high return on investment from resource management through business accountability and promotes transparency and decision making.

Arden&GEM
Integrated Resource Planning Network
HELPING SYSTEMS TO IMPROVE VALUE

OUR SUPPORT

Connected Resource Planning aims to provide the right people with the tools and information to make the best decisions for the organisation - any time, every time.

Direct links to data sources including general ledger and ESR – with built in data validation to ensure one **single version of the truth.**

Connected planning ROI evidence is 10:1 with evidence of 200% ROI.

Trusts and ICSs can use a single central planning platform with the benefits of aligned planning processes, standard data model, rich **dashboards , models and KPIs.**



HOW WE WILL WORK WITH YOU

Key success factors to realise benefits for end user

- ✓ Use the communities of practice to agree on connected planning roadmap.
- ✓ Roll-out pilot using agile, co-build in joint teams and include the end-users.
- ✓ Establish Dev-Ops culture: with a managed service and keep adding value
- ✓ Harvest lessons learnt and repeat the process for next modules and roll-out the connected planning solution to more organisations

SERVICE IMPACT

- Real time visibility, decision-driven, connected, optimised, executable and intelligent forecasts.
- Agile collaboration with positive, purpose-built performance orchestration.

USE CASE EXAMPLE

NHS use case #1: ED Demand and Bed Capacity - Matching demand and capacity based on granular real-time operational data by acuity by hour of day. Exception-based visualization and reporting capabilities. Assumption sets that drive calculations and allow for operational scenario planning.

NHS use case #2: FP&A Annual Planning and forecasting - Managing the Annual Budget & NHSI submissions through improved budget setting process. Granular, driver-based forecasting capabilities for staff costs leveraging HR employee data sources. Establish trust by increased auditability and accuracy.

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NETWORK USE CASES

NHS

Mid and South Essex (MSE) ICS System Demand and Capacity Project Pilot

The challenge

The MSE System Demand and Capacity Project received endorsement from the ICB to conduct a 9-week pilot to evaluate whether the Anaplan platform is the right solution for MSE's longer term needs.

Current solutions didn't provide a system-wide position, were restricted by excel functionality, weren't owned by the ICB and weren't well used throughout the ICS.

The Project wanted to implement a tool that would enable:

1. A **joined-up view of system demand and capacity** on beds and services within acute, community, local authority and hospice settings.
2. Identification of parts of the system challenged by capacity to enable **focus and targeted action** to take place to improve the flow of patients/service users through the system.
3. **Predictive planning** over the short, medium and longer term to help determine what strategies are required to support winter demand management, and **where to invest** should winter monies become available via NHS England.

Our approach

The pilot team brought together system partners from across MSE with data leads, business analysts and solution architects from Arden & GEM and Anaplan.

- **Pilot success criteria** were agreed by the board for the following areas: technical solution, access, training, communications and IG.
- **Stakeholder engagement** took place in the form of user requirement workshops, surveys, show and tell events, and training sessions.
- **The data approach** was agreed with data leads including where data is sourced, assumptions, calculation methods, improving accuracy and automating feeds.
- **Testing** took place across 34 items relating to navigation, customisation, planning and forecasting with any identified improvement easily actionable.

Recommendations for how to take the pilot forward were made, along with the key actions to do this successfully e.g. appointing a business owner, creating a governance board and creating a business benefits model.

The benefits

The pilot demonstrated that progressing with the Anaplan build will deliver:

- A **system-wide view of demand and capacity** on beds and services for acute, community, local authority and hospice services to identify surplus or deficits in the immediate and longer term
- **Dynamic reports** that can be viewed across different dimensions and levels of detail e.g. down to pathway, ward, or day level to improve operational efficiency
- **Forecasting capabilities** where users can adjust factors such as admissions, length of stay and capacity to understand the impact on demand and capacity shortfall across settings and improve decision making
- Facilitating **a shared understanding** and improved collaboration between system partners
- An exemplar for gathering acute, community, local authorities and hospice data, along with a tool for forecasting future demand, that could be **replicated by other ICBs** and NHS England.

> ***It's made it more real about what the outputs could look like and how we can get the best out of it .***
> ***The data will give us an opportunity to think about over-prescribing of care.***
> ***The way that the forecasting is built up from multiple inputs is impressive.***

> ***Integration of ASC with hospital wards is very interesting, appreciated the forecasting and ability to change capacity.***
> ***Good to be able to see the whole system.***
> ***Monthly Forecast/Planning view particularly helpful.***