

# Care Quality Commission – A leading IM strategy

## Case Study

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The independent regulator of all health and social care services in England. The Care Quality Commission monitors, inspects and regulates hospitals, care homes and GP's and doctors

Together with our team in the UK, Altis and CQC were able to execute a meaningful plan and roadmap of work, and recommendations to implement changes that would deliver on future state requirements.



### The Problem

The information used by the CQC in regulating services is very complex and varied; including statistical data, structured data - such as numbers of beds, as well as information in documents - for instance - certificates and training plans from Care Providers. Some of this information can be sensitive or personal and needs to be appropriately secured. The information used by the CQC underpins the judgements, ratings and reports that they publish about Health and Social Care in England.

The CQC identified that they needed an Information Management Strategy to effectively deliver against their new inspection approach. This strategy needed to guide the CQC in becoming more effective at managing this array of information by considering new technologies and ways of working.

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### Our Solution

Altis Consulting was engaged by the CQC to deliver their Information Management Strategy. This strategy was to focus primarily on the regulatory activities of the CQC, in light of their new approach to inspection.

The first step was to interview business and technical stakeholders across the Organisation including members of the Executive team as well as the Inspectorates, IT and divisional directors.

We reviewed their systems, approaches and processes and collected business requirements across the organisation. Using this information we created a detailed analysis of the current state and business requirements. This analysis identified areas where there were gaps and helped the CQC to better understand where they needed to focus their efforts.

Based on these findings of the current state of the CQC, future areas for improvement, our prior experience and documented best practice, we proposed core principles for managing information.

We also produced a future state that applied our experience and knowledge to the issues and current state at the CQC; to deliver a vision for allowing more effective information management for the organisation.

A prioritisation process was followed to set out a meaningful plan and roadmap of work, and recommendations to implement changes that would deliver on the CQC's future state requirements.

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## The Results

This work was delivered on time and on budget, utilising experienced staff that were engaged throughout the work, providing good value for money. This strategy project was conducted over a 12 week period, with the final document and presentation being delivered to the sponsors in July 2014.

Work has now commenced on delivery of the initiatives we identified, and the roadmap and principles have become the core of the Information and Intelligence systems stream of the CQC's new Knowledge and Information strategy.

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## About Altis

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Altis is the most experienced, vendor-independent information management consultancy in Australia and New Zealand.



### Providing Business Intelligence solutions to a wide range of industries since 1998:

- Altis has a unique approach to providing clients with efficient access to their information and maximizing the usefulness and profitability of that information. This approach has been proven in numerous countries and across business, government and Not for Profit sectors.
- Altis partners with acknowledged world experts that provide training and direct access to thought leadership in: Data Warehousing, Data Management, Business Intelligence and Analytics.
- Through their exceptional training and people management practices Altis attracts and retains the very best people in the industry, as evidenced by back to back wins in the BRW best places to work survey.

Established in 1998, Altis Consulting is a 90-person privately-held Australian company offering specialist consulting expertise in all aspects of Business Analytics, Business Intelligence, Data Management and Data Warehousing. The company's services include strategy, planning and architecture, solution delivery, and managed services.

While the company has experience in almost every industry sector, Altis Consulting has particular expertise in telecommunications, government, logistics, Insurance, health services and utilities. Clients include, Allens Arthur Robinson, Sydney Airport, Department of Health and Aging, Department of Defence, Department of Human Services, Lend Lease, Macquarie Bank, Reece, Independent Liquor Group, Suncorp Metway, IAG, Qantas, and Telecom New Zealand.

Altis is also the Australian New Zealand partner for Kimball University and Stephen Few - the foremost authorities on data warehousing and data visualization. Altis Consulting has offices in Sydney, Melbourne, Canberra, Auckland and London.

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