Bloor Healthcare Service

At the heart of NHS transformation will be innovative information technology underpinned by processes that work effectively

Leaders of NHS Trusts must meet sometimes contradictory objectives. On the one hand, there is intense pressure to cut operational costs. On the other hand, they are expected to cope with increased demand, improve patient outcomes and work closely with other health and social care organisations to drive real transformational change.

The NHS is no stranger to new initiatives, but recently published Sustainability and Transformation Programmes (STP) and the vision of providing integrated health and social care closer to home call for different thinking about how the NHS needs to work. Processes and organisations will need to be overhauled while continuing to deliver high quality medical outcomes. This puts pressure on existing departments to complement their existing core competencies with new project and change management capabilities.

It has also been recognised that effective use of information technology (IT) will be important in helping the NHS transform. The experience of large-scale NHS IT projects has not been good. There are a wide range of applications and technologies, some very sophisticated, implemented locally, or more widely in the NHS. However, this has created information silos, a lack of consistent implementation and in some cases, a failure to update and improve processes to take advantage of new IT systems.

In response, many healthcare organisations are looking to vendors and partners who can combine a keen understanding of the IT landscape and the most applicable applications with the capability and experience to deliver underlying process improvement and change management.

Targeted services, comprehensive solutions

Bloor Healthcare Service is designed to identify the best IT solutions, improve and transform underlying processes and drive effective implementation that ensures the delivery of on-going, recurrent savings. Specifically, our Healthcare Service.

- Deliver significant recurrent savings in existing processes
- Improve performance against Referral-to-Treatment targets
- Ensure maximisation of Commissioning for Quality & Innovation (CQUIN) payments
- Identify Organisational and Workforce Development needs
- Provide scarce Project and Change Management resources
- Evaluate competing IT solutions
- Provide on-going Board Assurance around key change projects

Our experience, highly skilled resources, deep domain expertise, proven Bullseye methodology, sophisticated maturity models and competitive, flexible cost structure makes Bloor the perfect partner for leaders in the Healthcare sector looking to implement transformative change.

Bloor Healthcare Service provides a range of services that cover the spectrum from situational assessment through management of projects to on-going assurance programmes to ensure that projected benefits are being delivered.

Our flexible and collaborative approach, based on proven methodologies, best practices and end-to-end process knowledge means our clients can engage with us at any stage.

Assess

- Assess process maturity and identify key areas for improvement.
- Assess effectiveness of existing technology adoption.
- Assess new technology to adopt to solve identified issues.
- Evaluate new technologies and recommend best fit.

Transform

- Provide Transformation and Change mangers.
- Project Managers to run projects where required.
- Consultancy support to provide guidance in transformation and change management positions.

Assure

- Deliver rolling reviews and project oversight that delivers assurance to the Board that objectives and timescales are being met.

The Bloor Difference

Bloor differentiates itself in the Healthcare Services Market:

- by utilising self-assessment tools, tried and tested over many years, that identify process and technology effectiveness, based upon the Trust's own input rather than the assessment of consultants.
- by bringing together a team of technology industry analysts with deep experience and knowledge of implementing technology.

- with project managers and directors capable of delivering complex transformation projects and specialists with direct experience of the NHS at a senior level.
- By using our strong analyst background to provide unbiased product evaluation.
- And building effective partnerships with chosen technology vendors.

Importantly, the partner you meet before you select our services is the person who will actually deliver them, managing other specialists as needed.