

The Benson Model: A planning system driving workforce development, service delivery, transformation and financial sustainability

Community Healthcare services continue to face increasing demand, workforce and financial pressures. With extensive pressures in the NHS secondary care services and growing demand on Social Care there is heightened need for adult community services to transform to deliver place-based services that are person centred, efficient and effective.

The Benson model is an established method applying data drawn from existing clinical and HR/Finance systems. Benson produces a monthly interactive suite of metrics delivering data, information and insights for Trust Boards, management and quality teams, and frontline staff. Reports are routinely, quickly and easily available – at low cost. The Model ensures compatibility with NHS Benchmarking tools and is aligned with NHS Safer Staffing requirements .

WHAT

The Benson Model is a contemporaneous, interactive online benchmarking and planning tool which extends Community healthcare providers' ability to apply clinical and operational data to inform service transformation, improvement and optimisation.

Benson benchmarking and planning reports provide new capabilities and insights to the NHS, complementing existing reporting, NHS benchmarking, and safer staffing tools.

The Benson Model is quick to implement, cost-effective, and software free. It has been applied to hundreds of projects in the community allowing evolution of the model across diverse environments, and validating its effectiveness.

HOW

The Benson Model provides a monthly in depth local report allowing team v team comparison of seven key metric areas, including productivity, allocation of clinical work, caseloads, patient complexity, and delivery time.

In addition, each quarter an external benchmarking report is provided, comparing these metrics across an increasing number of community nursing service providers.

Providers load clinical data via our secure interface which is mapped to Benson Model classifications. The data is validated, aggregated and assimilated to ensure comparability and standardisation. Users can then review and interact with these metrics the next working day.

WHY

Using the Benson Model, providers can benefit from:

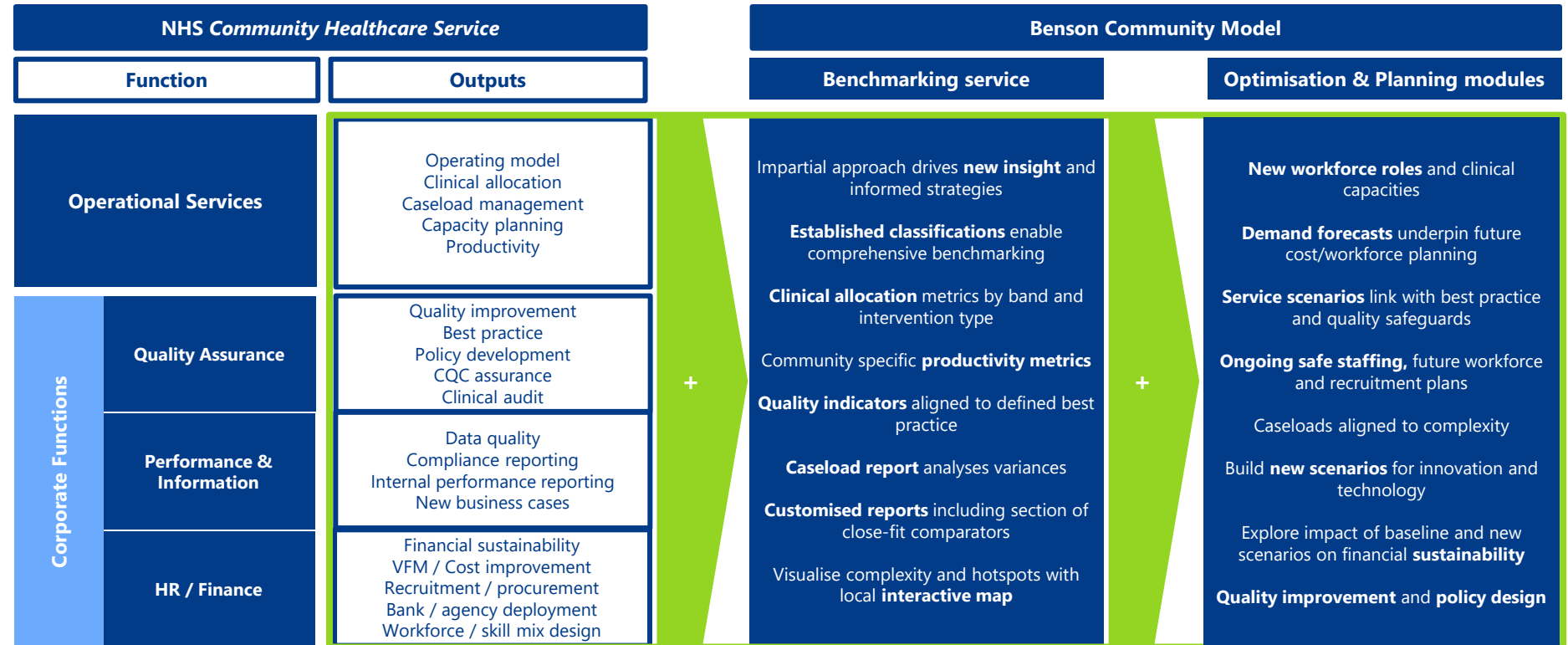
- Insight into performance from internal and external validation of historical data
- A comprehensive view of team level patient complexity and its impact on staffing and caseloads
- Identification of inefficiencies and unwarranted variation amongst internal and external teams
- The opportunity to learn and share best practice, quality and service improvements.
- Increased assurance on data quality, key metrics and delivery of effective operating models.
- Insights to support future strategy development, targeting service transformation, quality and financial sustainability

The Benson Model Benchmarking project

The **Benson Benchmarking Pilot** analysed Adult Community Nursing data in seven Trusts over a 12-month period. Applying established Benson taxonomies, the project allowed Executive, Operational and P&I leads to fully interact with two online reports: Performance Insight (teams) & External Benchmarking (providers) covering seven key metric areas. This allowed sharing of best practice and innovation in each Trust.

Commercials

Providers receive a full demo and free data appraisal. Licenses are offered for three and 12 month periods and our procurement fast track avoids tendering. The service includes all monthly reporting, quarterly benchmarking, licenses and ongoing support. Initiation is completed within one week of receiving your data. Subsequent monthly updates are processed automatically overnight. The Benson service costs are £25,000 +VAT for a one year license and £7,000 +VAT for three months.



About Benson Health

Benson Health are a healthcare consultancy focused on providing community providers with dynamic, intuitive and affordable planning tools. The Benson model has been developed over 10 years and hundreds of community projects. Benson's online reporting platform is flexible, intuitive, secure and refreshed each month.

About BearingPoint

BearingPoint consultants understand that the world of business changes constantly and that the resulting complexities demand intelligent and adaptive solutions. We combine industry, operational and technology skills with relevant proprietary and other assets in order to tailor solutions for each client's individual challenges.

Key Contacts

Stewart Johns
Partner

BearingPoint UK
E: stewart.johns@bearingpoint.com



Michael McGeachie
Director
Benson Health

E: Michael@bensonwintere.com



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