OPTUM®

Lead Provider Framework
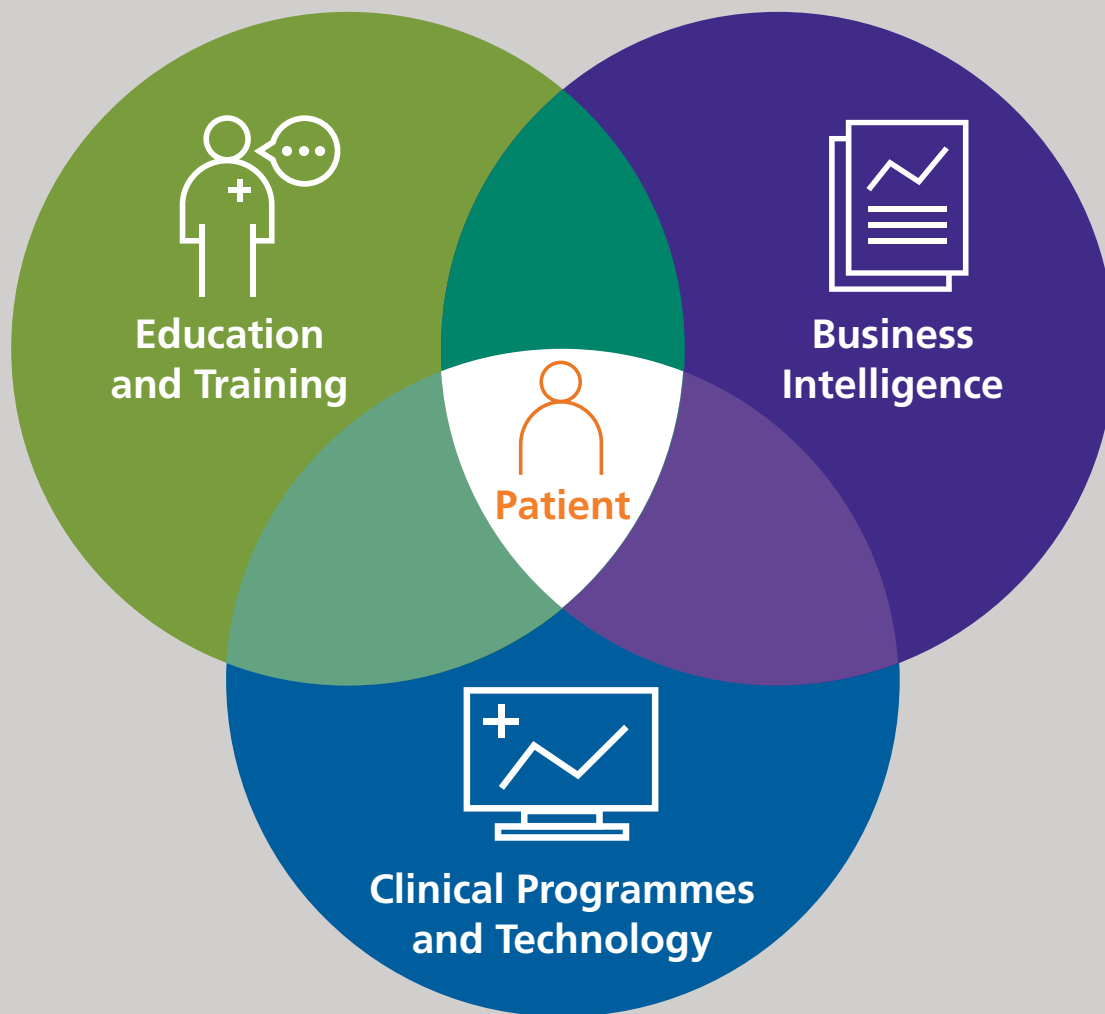
Medicines Management and Optimisation

Comprehensive solutions to support organisations and clinicians to get the best out of medicines — ensuring that the right patients get the right choice of medicine, at the right time.

Optum® has been awarded a place on Lot2A of NHS England's Lead Provider Framework, covering Medicines Management and Optimisation commissioning support services. In an exclusive partnership with Keele Centre for Medicines Optimisation (KCMO), we are one of the few independent organisations on the Framework Agreement, and we look forward to continuing to support the NHS.

Optum and KCMO have partnered to develop a Medicines Management and Optimisation solution that will deliver robust and scalable services and reduce cost and waste while improving safety.

Optum and KCMO have more than 30 years' experience delivering state-of-the-art Medicines Optimisation (MO) services and technology to the NHS. We work with medicines management teams, commissioners and GPs from advisory through to implementation. Our comprehensive offering includes programmes that move interventions upstream to improve patient outcomes.

There are a number of challenges to overcome if we are to help people achieve the best possible outcomes from their medicines. The Optum Medicines Optimisation service is designed to help organisations meet the demands for efficient and high-quality patient-centred care. Our approach is rooted in good data, creating information that drives evidence-based decision-making. We adapt our service to organisations' needs, adding value to existing Medicines Optimisation capabilities by driving improvements and responding to future needs.

Education and Training

Business Intelligence

Patient

Clinical Programmes and Technology

Education and Training

- Educational outreach
- Patient decision aids
- New evidence services
- Care homes

Clinical Programmes and Technology

- Targeting high priority areas
- Improving quality
- Reducing costs
- Prescribing decision support
- Population health risk analysis

Business Intelligence

- Benchmarking
- Prescribing analysis
- Risk modelling
- Horizon scanning and forecasting

Our programmes introduce evidence that supports clinicians and drives local adoption — all to help patients achieve the best possible outcomes from their medicines.

Our service is patient centred and offers:

- A comprehensive business intelligence offering to review prescribing practice and assess variation to target areas for quality improvements, driving efficiencies.

- Educational outreach and training, enabling prescribers and pharmacists to optimise patient medication regimens underpinned by shared decision-making methodology.

- Clinical programmes targeting high-priority areas.

- Horizon scanning services to ensure preparedness for new products both from a financial impact as well as changes to clinical practice through an efficient method where prescribing teams and prescribers can stay up-to-date with important new evidence as it emerges.

- Support for local decision-making bodies and formulary committees to have robust and transparent processes.

Plans are not sufficient and sustainable for long-term improvement if not effectively implemented — Optum works with customers to see things through.

Key services and overview of solution

Data-driven decision-making and business intelligence
— turning data into information

Optum embeds a data-driven, evidence-based approach to Medicines Optimisation. We specialise in translating data into actionable intelligence, driving improvements at system and clinician levels. We are experts in the use of multiple data sources, enabling us to perform high-quality analysis including:

- **Baseline analysis** — enabling a tailored MO service proportionate to return on investment.

- **Spatial analysis and trend mapping** — identifying geographic patterns in data.

- **Benchmarking** — identifying outliers against local and national datasets.

- **Risk-adjusted population analysis** — identifying high-cost and high-risk patients.

- **Actuarial modelling and forecasting** — risk analysis to understand future impact of MO.

- **Horizon scanning and budget forecasting** — use of predictive analytics to identify and assess clinical value, cost and utilisation of new treatments.

Clinical programmes
— delivery of targeted Medicines Optimisation

We've developed a full range of strategic programmes and tools for the NHS. With escalating healthcare costs our clinical programmes are essential in guiding organisations to achieve best value by developing integrated, comprehensive strategies. Our comprehensive and effective clinical programmes are a critical component of our Medicines Optimisation offering, where the goal is to improve compliance, savings and safety. We can assist organisations in targeted areas such as antibiotics and other high-priority areas.

Education and training
— delivering sustainable change

There are many gaps in the medicines support services offered to organisations, particularly around educational outreach, networking and keeping up-to-date with new evidence as it emerges. Educational outreach is one of the few interventions known to deliver sustainable change in Medicines Optimisation.

We provide a range of education and training programmes through deployment of our Medicines Optimisation experts to discuss Medicines Optimisation with authority including:

Educational outreach service
Specific educational support for prescribers, practice pharmacists and Medicines Optimisation teams (in Primary and Secondary care) to better enable them to deliver, and benefit from, educational outreach. High-quality, blended educational materials are backed up by a managed network of experts who are competent to deliver support to practice teams and prescribers.

Patient engagement
Adherence requires patient involvement in their own care management and we provide a wide range of patient-decision aids, as well as ongoing self-care support. Using a range of innovative telephonic/online services, we provide access to decision support tools, adherence support and advice.

Care homes
We provide a comprehensive training, assessment and accreditation programme for care home staff, meeting CQC standards, NICE and RPSGB guidance using workshops, patient decision aids and academic detailing to explain risks and benefits of medicines to patients, carers, family, GPs and care home staff. This facilitates understanding and simplification of medicines regimens, ensuring those most important to the individual are used concordantly.

Technology solutions
— patient centred and proven

Our healthcare technology footprint is global. We offer leading software solutions to support customers' Medicines Optimisation needs and are tailoring our roadmap to enable huge gains by delivering exciting new and innovative technology solutions.

Our Optum ScriptSwitch® prescribing decisions support software optimises prescribing for more than 39 million patients across UK primary care organisations. It delivers more than 11 million cost-savings prescription switch message recommendations and more than 39 million prescribing recommendations to improve the safety and quality of prescribing.

Our Risk Stratification tool identifies patients at high risk of unplanned care and in most need of intervention. It prioritises high-risk patients for medication review and optimisation, delivering savings by avoiding unplanned admissions.

Optum uses advanced predictive analytics which applies machine learning techniques to identify variables driving specific outcomes and enables simulation to assess the value of interventions.

Optum uses 'Big Data' to drive healthcare decision-making globally, with expertise in analysing data at all levels including international, national, local and point-of-care.

For more information on
how Optum can help, please
email: **info@optum.co.uk**
or call **+44 (0)20 7121 0560**.

To learn more, visit our website
at **optum.co.uk**

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