

## Renal Best Practice in Bristol and the South West



### Overview

Optum™ was approached by NHS Bristol and the South West Specialised Commissioning Group to evaluate the provision of renal services for patients in Bristol and understand the reasons driving increased demand.

### Objectives

Working with a tight framework, the Optum team was asked to develop a programme that would deliver the following objectives:

- Improve the health of renal patients in Bristol
- Identify and reduce financial inefficiencies
- Review existing pathway and forecast demand for renal services in Bristol
- Develop a robust business case for a new commissioning model

### Our approach

The Optum team collected and analysed activity and cost data on current performance and compared them to a set of nationally identified benchmarks. This included all the acute and specialised data as well as any relevant available primary care data. The outputs from this analysis provided a comprehensive overview of current activity trends along with defined patient pathways. The data review was supplemented and verified with stakeholder interviews, patient feedback and case note audits.

To understand global best practice, an assessment of all renal standards, policies and guidelines was undertaken and summarised. Opportunities for driving financial and quality efficiencies were identified by undertaking a comparison between current service, UK national best practice and global best practice.

## Key outcomes

- Identification of 10 percent savings within NHS Bristol's renal spend
- Detailed recommendations were provided, including:
  - Suggested changes to acute commissioning
  - Changes in community services to include new performance benchmarks
  - Robust risk stratification to better understand the target population
  - Target appropriate resources and structured case management
- A business case outlining our findings and solutions, including recommendations for tendering for a new service
- A service specification was produced in preparation for a tendering process

## Conclusion

The model developed and proposed by Optum would establish efficient, safe and high-quality services and also drive continual improvements. It is a service model that promotes best clinical practice whilst maximising spend for renal services in a way that introduces care for people in earlier stages of disease. This provides a new focus on preventing disease progression in a model which supports individuals to take responsibility for their care management in the community. The methodology of this work and its approach can be applied to the management of any chronic disease and could be developed for a group of diseases.



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