Costing with informatics
Webinar summary

This webinar forms part of the Institute's *Costing Revolution – Prioritise the patient, care about the cost* workstream, which aims to improve collaboration with the wider finance and non-finance function on costing.

Through this workstream the Institute seeks to raise the profile of patient-level costing information and increase recognition of its importance to non-costing roles including those outside of the finance function.

The two webinar presenters from **Pennine Care NHS Foundation Trust** are:

- **Ella Worsdale**, Head of Information
- **Jaime Jenkinson**, Head of Finance – SLR, Costing and Income

Jaime and Ella describe how they have made progress with their shared objective of the Trust becoming a data-driven organisation, by improving engagement and collaboration between the finance and informatic teams.

Pennine Care NHS Foundation Trust

Pennine Care is a specialist mental health and learning disability trust providing care to a population of around 1.3m across around 200 sites, through service contracts with multiple commissioners.

The Trust has implemented a centralised integrated data warehouse, holding not only finance and patient data, but also other data sources including governance, workforce and incident reporting. An Integrated Service Directory (ISD) shows how data is collected, held and maps to other systems, and this has facilitated the linkage of multiple types of data within the Trust's reporting.
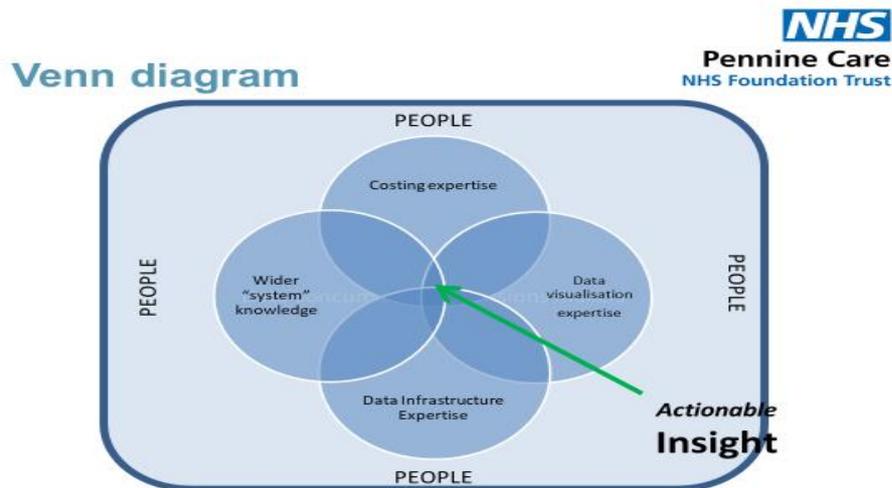
For the last four years they have been using the business intelligence software *Tableau* to act as the 'microscope' into data and present it with impact.

Ella and Jaime have recognised that the finance and informatics teams share an overarching overlapping goal to improve the data culture at the Trust, and that they also use the same data. To support Pennine Care to become a data-driven organisation, they know that not only are the correct technology, an accountability framework and specific skills important, but so is the development of behaviours that promote engagement in the use and improvement of data.

Their role is to bring together:
- the financial expertise in the costing team
- the knowledge embedded in the informatics function about the data content and infrastructure; and
- data visualisation skills.

This will help them produce data insight and intelligence that can be used to improve services.

Improving collaborative working between finance and informatics

Pennine Care is not the only organisation that wants to combine the skills of different teams to improve information for use in decisions, and a key challenge is often improving the level of engagement between the different teams that need to work together to achieve this goal.

Jaime and Ella describe in this webinar how they have made that happen at Pennine Care.
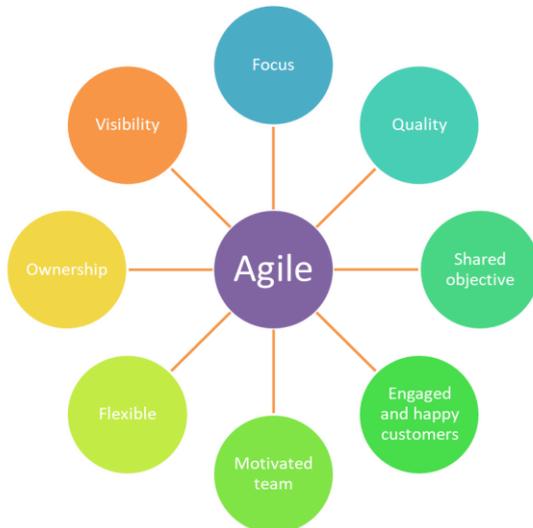
They recognised that Jaime was dependent on Ella's team to provide the data for costing purposes. Ella needed robust costing data to ensure she was able to provide full insight to decision makers. They realised that communication and collaboration were the key elements that would improve the way their teams worked together, and they needed a structure that enabled to do that.

The Agile approach

Ella is an enormous advocate of the Agile project approach, which arose from software development methodologies, but particularly promotes effective communication between project members. Ella suggests you leave your laptop behind and work with post-it notes and white boards!

This webinar will give you a helpful and very practical overview on how you might use this methodology to help you work with colleagues from different teams and functions. Ella uses a simple example of the building of a house to illustrate how the process works.

The key elements of the Agile approach are that it works to focus the team's members on a single objective and is an iterative approach, with every part of the process being flexible apart from the delivery of a quality output in a timely manner.

In Ella and Jaime's opinions, using the Agile approach at Pennine Care has helped them focus on improving face to face communication and learn to develop a shared vision or objective to deliver a task or project that one team needs the other to support. This helps them work together to understand all elements of this process across both teams and so be more successful in representing and promoting the use of data across the organisation.

To view the **webinar**, click here , ensuring you are logged into your account on the HFMA website. **Accessible to Healthcare Costing for Value Institute members only.**