

COST AND EFFICIENCY

# Information Capability Framework

## WHAT IT DOES

An independent, expert review designed to provide clarity and transparency on the provision and use of business intelligence in organisational decision making. Available to individual organisations and healthcare systems, it assesses the maturity, appetite and capability of both the providers (information services) and consumers (managers/executives) of information.

Aimed at information and business intelligence teams who want to continually improve and help drive business objectives. It can also help support organisations and teams who have undergone mergers with reducing duplication and improving efficiency.



## WHAT IT DELIVERS

An assessment against a maturity model framework with five domains and five maturity levels to highlight areas for improvement, refine strategy, profile consumers and assess readiness for healthcare system working and integration.

The process involves a series of interviews with key stakeholders within the organisation or system, and includes both quantitative and qualitative feedback. A report outlines the findings within each area of the framework, highlighting best practice and guidance where applicable. Recommendations highlight where there are opportunities to improve the ways in which information is used and consumed.

The review is technology agnostic and includes only the use of technology and not a judgement of the systems themselves.

“Dr Foster’s independent view of capabilities within the information team was invaluable when it came to two organisations merging under the Northern Care Alliance. We were confident that, with the team’s skills and NHS experience, they would understand the role of our information team in providing business intelligence.

The structure of the framework has given us a clear set of actions which we have now translated into a road map – a programme of work which will enable us to meet our aspirations for the informatics team.”

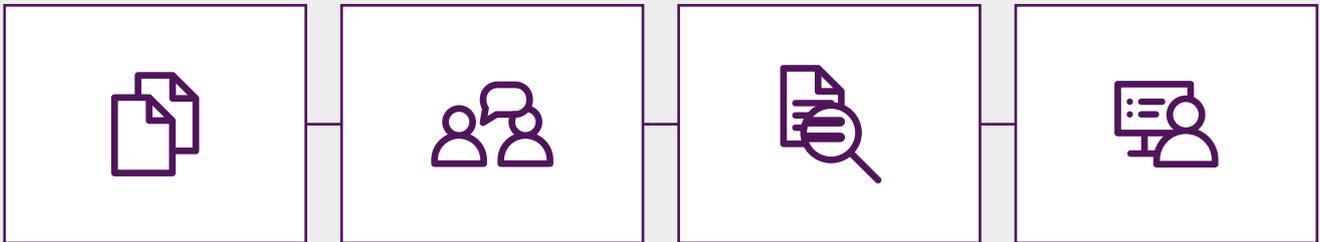
**Emma Wright, Director of Information & Business Intelligence, Northern Care Alliance**

# INFORMATION CAPABILITY FRAMEWORK

The assessment is against a maturity model framework with five domains and maturity levels:

1. Pre-emptive	LEADERSHIP & PEOPLE	POLICIES & GOVERNANCE	STANDARDS	TECHNOLOGY	PERFORMANCE
2. Managed					
3. Standardised					
4. Evolving					
5. Initial					

The framework follows a four-stage process:



## Documentation

Request and review existing policy and strategy to inform face-to-face interviews.

## Interviews

Conduct face-to-face interviews with providers and consumers of information.

## Collate & Review

Review evidence, identify themes, collate findings and recommendations.

## Report

Present final report to Board, and wider groups, for discussion, reflection and action.

## BENEFITS

- ✔ Supports information teams to build their brand and reputation with internal clients.
- ✔ Delivered by experts who understand the challenges of delivering business intelligence in the NHS.
- ✔ Assesses readiness for system working across a local area from a data and business intelligence perspective.
- ✔ Informs organisational strategy by putting information and the consumption of information at the forefront of decision making.