Simpson Associates

HC One

Case Study: Business Intelligence & Data Warehousing

Client Overview

Caring for the elderly in our society may be the most important duty we have and with that duty comes a robust system of regulation, breaches of which may carry considerable costs to the care provider concerned.

HC-One has over 240 care homes and their principal objective is to provide the kindest care in the UK. Achieving this objective requires an accessible and intuitive method to monitor information, especially Key Performance Indicators (KPIs).

Client Response

"The data that we now have is the gold standard for reporting and analysis. Our Chief Executive is at the forefront of the charge to widen the deployment throughout the organisation."

Key Benefits

- The deployment of Microsoft technology has helped to bring the business plan forward by two years.

- The availability of critical KPIs has made managers pro-active rather than re-active.

- Familiar Microsoft products have eased user adoption and make BI pervasive and available to everyone, everywhere.

- Likely occurrences of failing care are being seen and action taken to prevent them.

- Key information can be seen at lower levels as well as at summary level.

- The Kimball design is making the delivery of each new information subject faster and therefore, the satisfaction of business needs faster.

SQL Server 2012 and Fast Track provide the solid foundation

HC-One had in place a three stage Management Information strategy to provide key personnel with insight. The first stage was complete, using SQL Server Reporting Services (SSRS) to provide interim reports from seven of their line of business systems. The second stage was to build a data warehouse platform and the third was to provide dashboards and key metrics to care homes, quality inspectors and managers on PCs and mobile devices.

Having upgraded to SQL Server 2012, they recognised that they could use the Microsoft BI stack to put Business Intelligence on every desktop and to remove the need for third party reporting add-ons for the line of business systems.

Integrating technologies to sweat the assets

Simpson Associates were introduced by the Microsoft Account Manager as a BI and Data Warehousing Gold Partner and specialist. They designed and built a Kimball data warehouse housed on an HP Fast Track appliance that satisfied the immediate demands of the Senior Management team and is now enabling HC-One to develop further data marts for the Operational teams. The pace of delivery is increasing mart by mart; a classic outcome of a well-designed data warehouse. Such has been the success that they are now two years ahead of their plan.

Cost of regulation

Data Quality standards can affect the regulatory monitoring of Care Services which may result in a home going into Embargo; a critical situation both in terms of the loss of revenue and the costs of re-establishing the home and in terms of reputational damage - an embargo can cost £500,000 plus.

HC-One record a lot of data related to daily aspects of care delivered: Residence Experience and Feedback, Inspections, Medication Regimes and History, Incident Reporting, Safety and Risk Assessments and Staff Learning and Development.

The problem for HC-One was to establish a Business Intelligence system that would highlight the critical KPIs and alert their managers to be pro-active rather than re-active; that is, to predict the likely occurrence of failing care and to act to prevent it.

"I went into the project believing that our current investment in SQL Server 2012 and Office would give me all the capabilities that I needed. The project has confirmed this. We are now looking at Office 365, Yammer and SharePoint On-line and systems to analyse unstructured data to allow us move to the next level."

Gary Carter
IT Director

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IT Director

SharePoint integrating with Power View and Excel

Gary saw the considerable benefit that Power View would give his key knowledge workers, they were experienced with Excel, and Power View and SharePoint were ideal to provide readily accessible information, information that would make them pro-active and able to extrapolate forward.

Information is available to the Executive Management Team as a series of interactive reports. The next stage is to deploy to the Operational teams at the Care Homes. The preliminary requirement gathering has identified that there is a need for information at a lower level, as well as at summary level. This is being catered for and the user community is seeing a coherent information delivery process that is responsive to their needs, allowing them to see their business dimensionally rather than imposing a "one size fits all" approach.

Benefits

HC-One is in the enviable position of having far fewer quality issues than the national averages. Nevertheless, the focus on quality is relentless and data collected by their Quality Managers is loaded directly into the data warehouse. Data is being deployed within PerformancePoint to make the Quality KPIs visible and to allow all key stakeholders to direct their actions.

Deeper Insight

The use of Power View has given clear Trend Analysis information and a new "Line of Sight" report presents key KPIs as a series of Traffic Lights, allowing HC-One to see relationships between KPIs that mean that they can see when standards are declining. PowerPivot is being used to pull information from data sets that are currently outside the data warehouse, these "mash ups" are shortening the response times from the IT Department, indeed it is remarkable that much of this new development is being delivered by one person - a testament to the power of the Microsoft toolset and the standard of the data warehouse and hardware architecture in place.

Support from Simpson Associates

Simpson Associates are specialists in defining, building and implementing information management solutions, which provide better business understanding and improved business management performance.

Our considerable skills and experience enable long-standing relationships with our clients and we have established long standing partner relationships with Microsoft, IBM and BOARD.

"HC-One are able to visualise every one of their care homes on a map, combining geospatial data and Power View; they are exploring their data in new and imaginative ways and bringing it alive."

Giles Horwood
Practice Manager, Simpson Associates

Contact us

Should you have any questions or require any further information, the team at Simpson Associates will be happy to help you with your request.

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