Care.data Turning data into insights

Health and Social Care Information Centre

Discussion document January 2014

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What are the key challenges for care.data?

Service Lines

- What are we going to do with the data?
- What is the informing evidence to be extracted?
- What are the questions to tackle?
- How to pull out the nuggets of insights for the different stakeholders?

Skills & Capabilities

- How to recruit and retain the right skills & capabilities?
- How to manage and build the large infrastructure, which is needed?

Our understanding of your starting point today

- What is your starting point today across the big data levers and respective capabilities?
- What is your vision going forward and by when do you want to achieve that?

How do you want to sequence your portfolio of initiatives along your "insight journey"

Data	System	Staff	Ambition
 Clear view of what data is available Data sources Data sources commissioning data sets community maternity and children National workforce GP attendances Prescriptions 	 Need to procure new systems Need to understand future use specification to procure in a cost effective fashion 	 Inherited "old HSCIC" workforce Need to define 5- year vision on analytics capability to define future workforce and required skills 	 Commercially self- sufficient Product lines of data insight avail- able to "customers" Increase benefits, e.g. new data portals to regulators on performance

McKinsey's framework for assessing the value of insights...

Data

Key principles

1. Decide on insights backwards

Build the capability by starting with the business decisions you want to drive and working backwards

2. Step-by-step

Focus on specific topics and **set each element in place** – a chain is only as strong as its weakest link

3. Implement and iterate Move from data to decision, and from decision back to the data with which to measure the outcome

SOURCE: McKinsey Perscpective

Process

People

Insight value chain

Definition of

Service line

Strategy

Technology

Framework use to make decision on value of insights



SOURCE: McKinsey Perscpective

Questions the framework would help answer

		Operational questions
What for whom?	Who are the customers for the insights?	 Who would benefit from these insights? How can the service lines be productised? What is the most meaningful way for the data to be accessed?
	What do we want to do with the data?	 What are key areas (service lines) that could benefit from insights? What are the key processes, issues, questions of the business units in those service lines?
B	How are we going to generate the insights?	 How are we going to link the data to facilitate insights? What is the level of analysis we are aiming at for the customers?
C Resources?	What resources do we need to deliver?	 What specification of equipment do we require? What are the skills required in our workforce to deliver the level of analysis/insight? Can we build an economic model of cost are return?
Delivery?	How can the services be delivered and maintained?	 What will be the delivery method of services? What types of delivery are requested and feasible? How is the organizational setup to maintain services? What after-sales services are offered?

1 Use a structured process to decide on Service Lines...



2 ... then assess against framework to understand functional readiness ...

Assessment

Develop a frameworks on key elements of functions



Evaluate the functions across each service line

Basic Apply a score

Insight-driven 2 3

5

4



SOURCE: Illustrative Example

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2 ... which inform the starting point for creating an insight roadmap and action plans







SOURCE: Illustrative Example

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3 Implement service lines, then iteratively refine all components



SOURCE: McKinsey Perscpective

3 Once implemented, service lines could be iteratively evolve into applications and further products



1 Application Development Management (Configuration)

2 Application Programming Interface

SOURCE: Client example, McKinsey