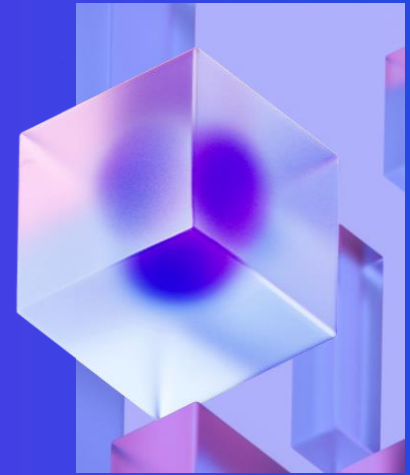# Understanding and Managing System Performance

Integrated Care Systems have a critical role in overseeing and managing quality and performance. Existing oversight systems are often inefficient, relying on multiple data sources and extensive manual analysis and reporting. **We believe there is a better way,** through intelligent and easy-to-use systems and dashboards that provide a single-view of accurate and up-to-date data alongside the right tools to automate monitoring and board reporting.

The opportunity for ICSs

1 Integrated Care Boards need an accurate, comprehensive, and up-to-date understanding of system performance

2 This can only be delivered through the right data platforms and tools, supported by the right roles and responsibilities at ICB level

3 Systems then require to have the right performance management processes in place to identify support and intervention needs, and also monitor progress

What should ICBs consider?

- How they will ensure they have availability and understanding of accurate, real-time data on system performance

- How to automate time-consuming oversight and reporting processes to maximise efficiency

- How their performance management system will respond to, address, and monitor performance issues, working with providers and NHS England

How can KPMG help?

We can help you develop and tailor a System Oversight Tool that gives an accurate and up-to-date view of quality and performance across the system. We can support you to design and establish the right processes to automate reporting, design support, and intervention processes, where warning signs are identified.

We have worked with multiple healthcare systems in the UK and globally to build bespoke data solutions to better understand and monitor performance, and respond to areas of concern or underperformance including:

- Working with every ICS regionally to aggregate and analyse elective performance data to support recovery planning

- Building system-level tools allowing analysis and modelling across finance, workforce, and activity

- Implementing new processes at provider level to address quality and performance issues arising from regulatory oversight concerns

What outcomes should you expect?

- An up-to-date, accurate, and accessible 'single version of the truth' on system quality and performance

- Increased efficiency through automation of performance monitoring and reporting, including automatically generated board reports

- An enhanced ability to spot early warning signs and tackle problems early before they get worse