

# **INSIGHTS INTO PATIENT DIVERSITY: LEVERAGING DATA AND DIGITISATION FOR IMPROVED HEALTHCARE**

Digital Health Rewired 2024

- Over 27 years working in health and social care.
- Passionate about technology and the transformational role it can play to deliver positive change across health and social care.
- How user-friendly data and insights at a strategic level, can deliver operational efficiencies across complex systems to improve patient outcomes.



**Rhian Bulmer**  
**Chief of Partnerships,**  
**Radar Healthcare**

# RADAR HEALTHCARE OVERVIEW

**260**  
customers

**95,000+**  
Monthly  
users

Used across  
**15k**  
locations  
world-wide

We cover  
all health and  
social care  
sectors

**100**  
employees

# WHO WE WORK WITH...



# HEALTHCARE ECONOMY

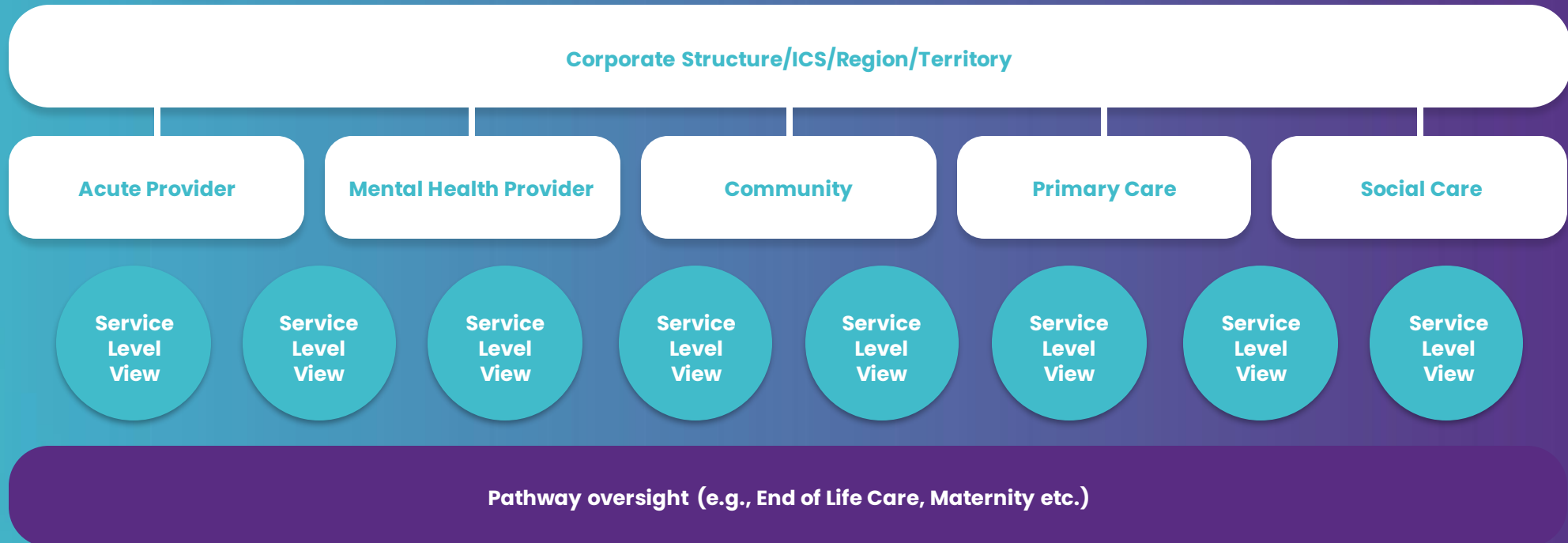
## Input Data

- Events
- Patient
- Staff
- Quality Audit

Actionable data that highlights themes, trends, risks from both quantitative and qualitative sources

## Outputs

- Board reports
- Commissioner reports
- Organisation reports
- Functional reports
- Pathway reports



Machine learning to automate workflows and implement plans.  
Live training and guidance at the push of a button directly to an entire workforce.

# Trust: Maternity Dashboard

Currently Viewing: All Locations

All Locations

Location 1

Location 2

Location 3

Maternity Incidents  
**2,000**

Incidents per birth 2.79%

Emergency C-Section %  
**36.37%**

Emergency C-Sec 13,280

Injury through Instrumental Delivery  
**351**

% of Incidents 17.55%

Shoulder Dystocia  
**206**

% of Incidents 10.30%

Audit Score

Hand Hygiene  
**73.9%**

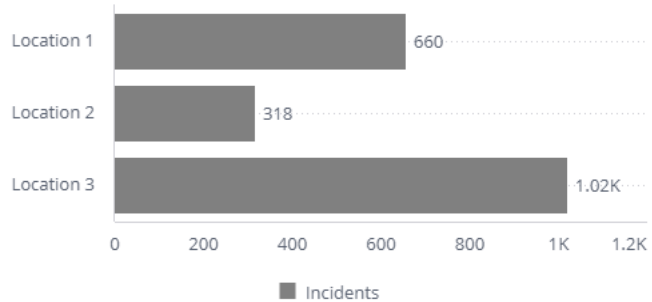
Audit Score

Personal Protective Equipment  
**80.4%**

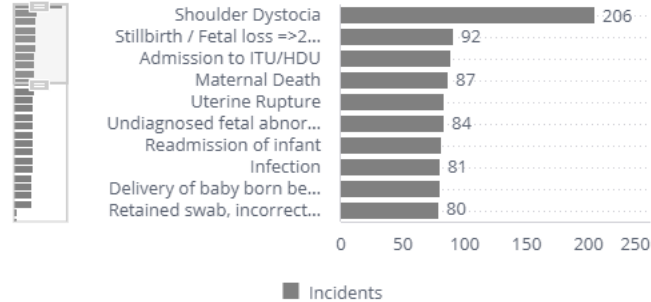
Audit Score

Resus Trolley  
**80.4%**

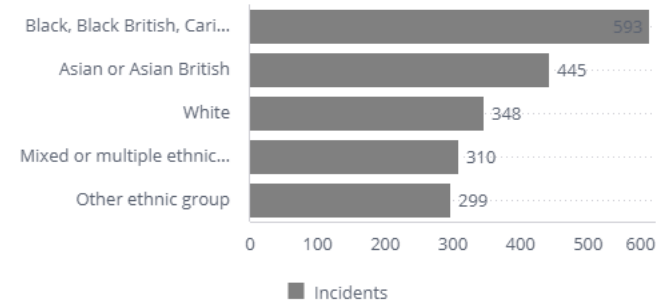
Incidents per location



Incidents by type



Incidents by ethnicity



> Patient Ethnicity

Include all

> Event Type

Include all

> Location

Include all

> Date of Incidents

Include all

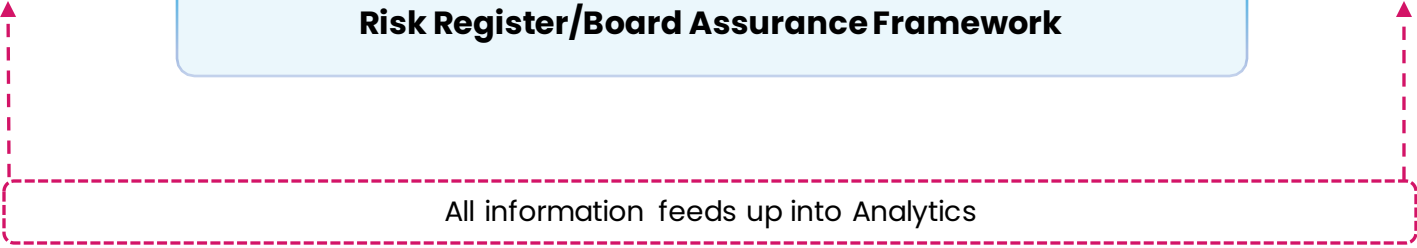
Update on Every Change

**Analytics:** Standard dashboards or customer-built dashboards

**Risk Register/Board Assurance Framework**

Bidirectional data feed

Data Warehouses  
High level data from other systems  
External Taxonomies



Compliance Tools		Activity Tools		Quality Assurance / Monitoring Tools	
People and training	Workforce Compliance	Incidents Claims Complaints Excellence Feedback	Events	Action Planning	Audits
Policies and Procedures	Document Management	Freedom to Speak Up Custom	Workflow Engine	Notifications	Scheduled Tasks

**System Management Tools**

Audit Builder	Schedule Manager	Analytics Builder	User Manager	Form Builder	Query Builder
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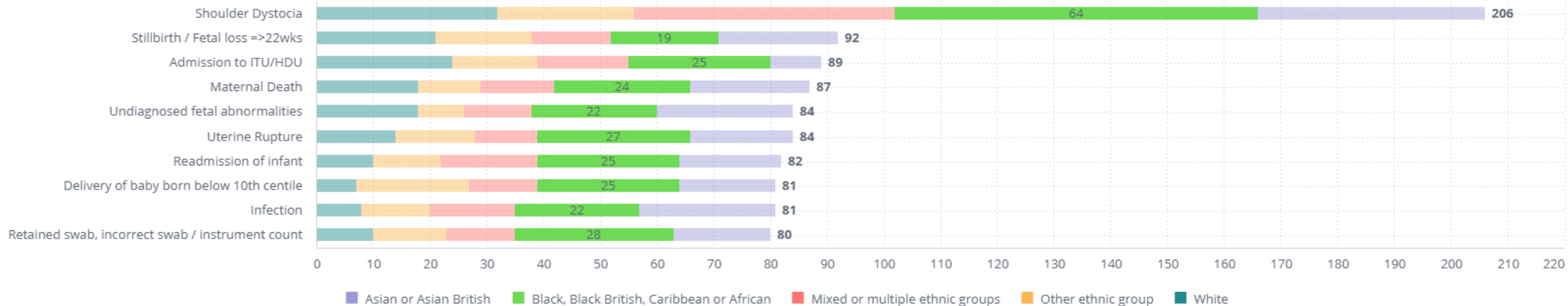
QR codes/  
External URLs

Surveys  
Website Links  
Quick access to events

Radar API

HR Data  
**EPR Data**  
Device Data  
Care Planning Data

### Event Types by Patient Ethnicity



### Event Trend



### Action plans implemented



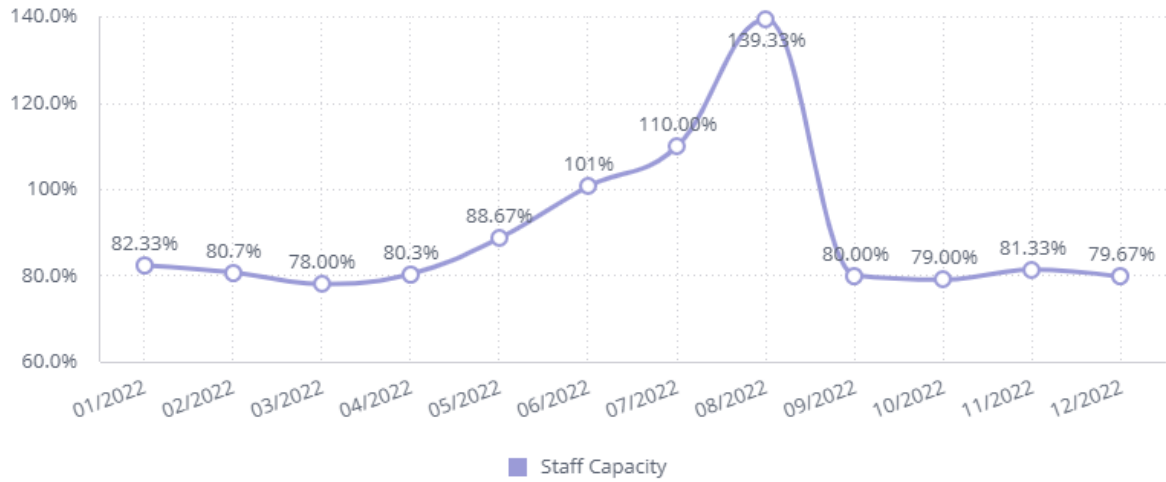
First Implemented	Description
	Handbook, a physical Starter Kit, access to industry tools, mentorship and networking opportunities, learning resources, team building activities, and ongoing support. Benefits: Accelerated onboarding, industry insights, increased productivity, collaboration, skill development, professional growth, and a positive employee experience.
	Our Hand Hygiene Training is a concise and informative program designed to promote and reinforce proper hand hygiene practices in any setting. In this training, participants will learn the importance of hand hygiene, the correct handwashing techniques, and when to use hand sanitizers effectively. Through engaging presentations and practical demonstrations, attendees will gain essential knowledge on preventing the spread of infections and maintaining a safe and healthy environment. This training equips participants with the skills to make hand hygiene a habit, protecti...



**HARNESSING THE POTENTIAL OF  
DATA INTEGRATION FOR  
INFORMED DECISION-MAKING  
ACROSS MATERNITY CARE  
PATHWAYS**

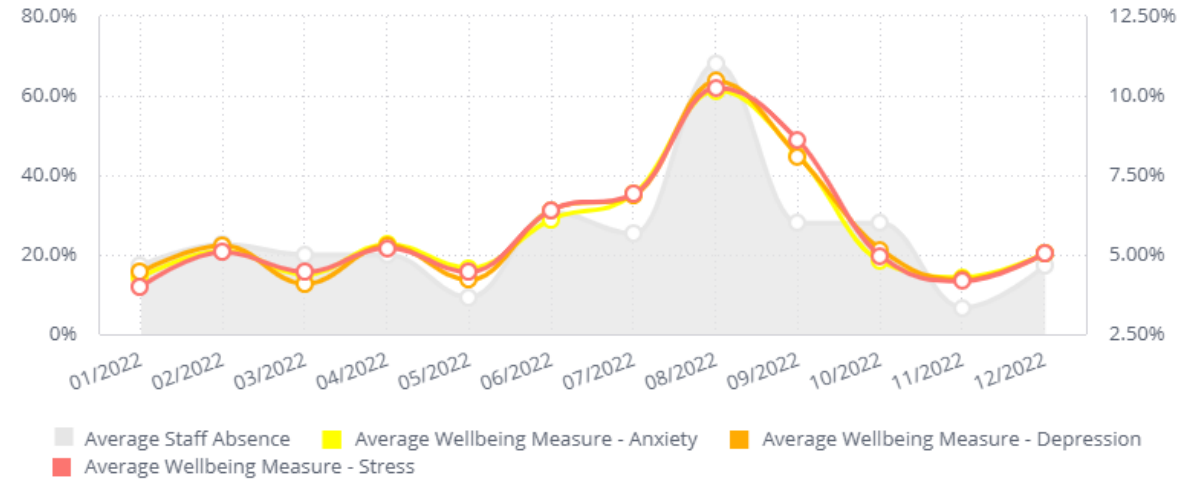
Capacity tracking

Analyze It ⓘ ✎ ⋮



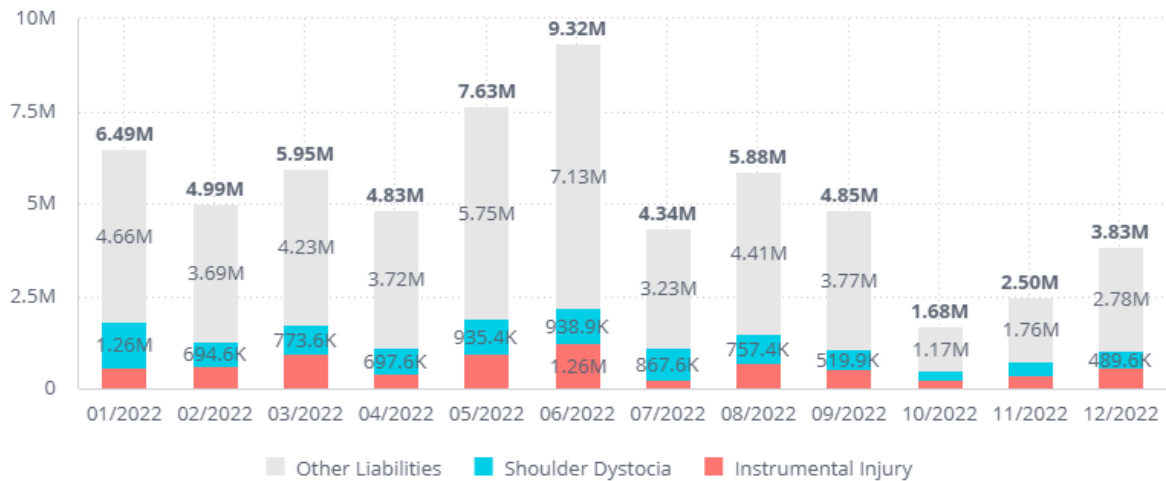
Staff Absence figures/Key Wellbeing stats

Analyze It ⓘ ✎ ⋮



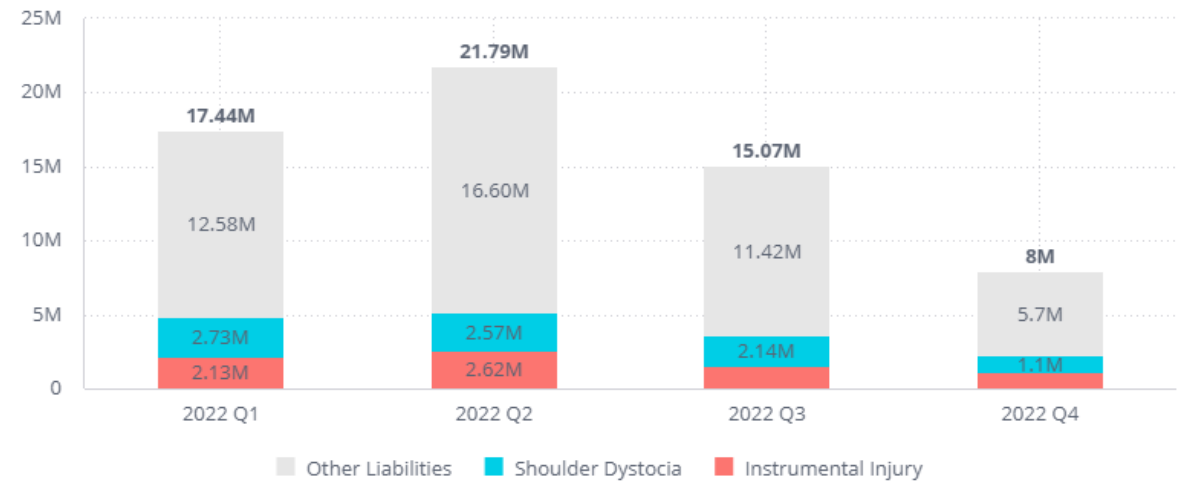
Estimated liability by date of claim

ⓘ ✎ ⋮



Estimated liability by QTR of claim

ⓘ ✎ ⋮



“

Non-white women in the UK are **four times** more likely to die in pregnancy and childbirth than white women.

*Birthrights.org.uk*

”

# Trust: Maternity Dashboard

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All Locations

Location 1

Location 2

Location 3

Maternity Incidents  
**593**

Incidents per birth 0.83%

Emergency C-Section %  
**36.37%**

Emergency C-Sec 13,280

Injury through Instrumental Delivery  
**110**

% of Incidents 18.55%

Shoulder Dystocia  
**64**

% of Incidents 10.79%

Audit Score

Hand Hygiene  
**73.9%**

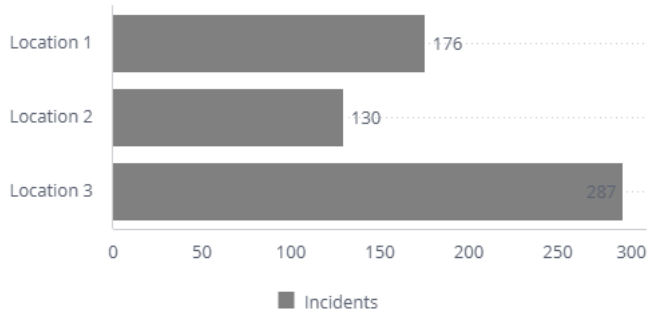
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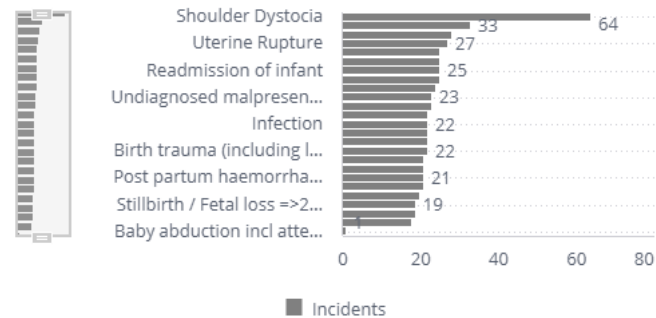
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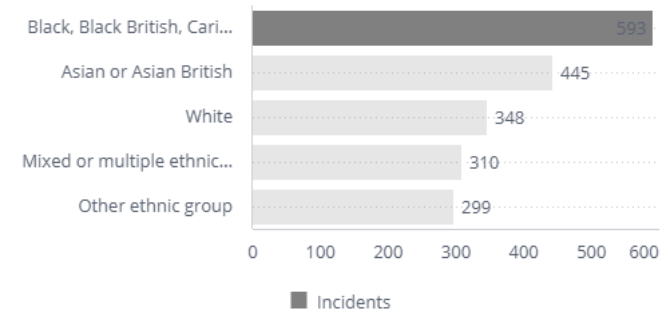
Incidents per location



Incidents by type



Incidents by ethnicity



> Patient Ethnicity ⋮  
 Black, Black British, Carib...  
🗑️

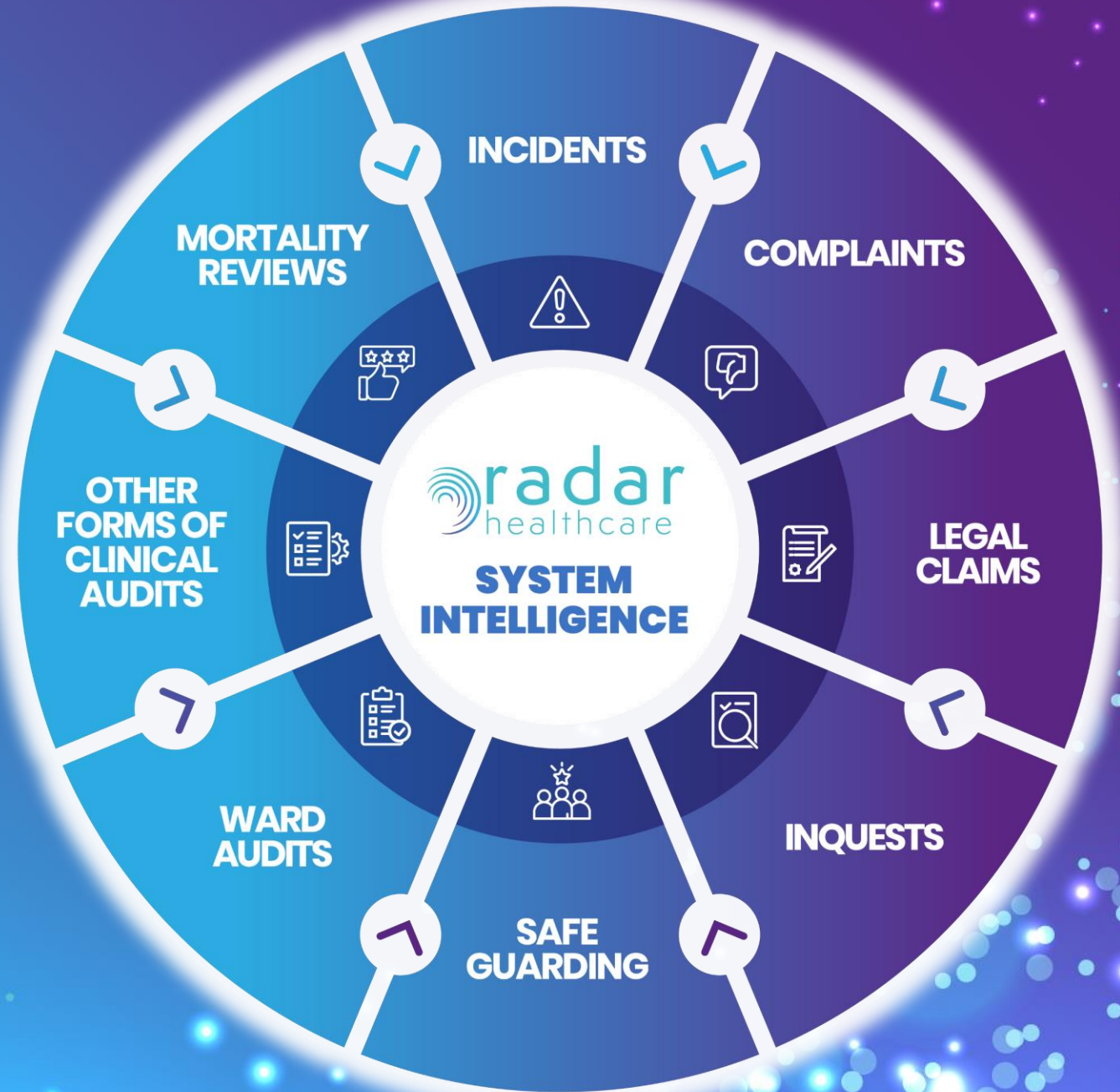
> Event Type ⋮  
 Include all  
🗑️

> Location ⋮  
 Include all  
🗑️

> Date of Incidents ⋮  
 Include all  
🗑️

Update on Every Change

Turning data into insight,  
and insight into foresight –  
it's about using what we  
have, to intelligently fuel  
patient-focused safety  
discussions and ignite  
actionable learning that  
makes a difference.





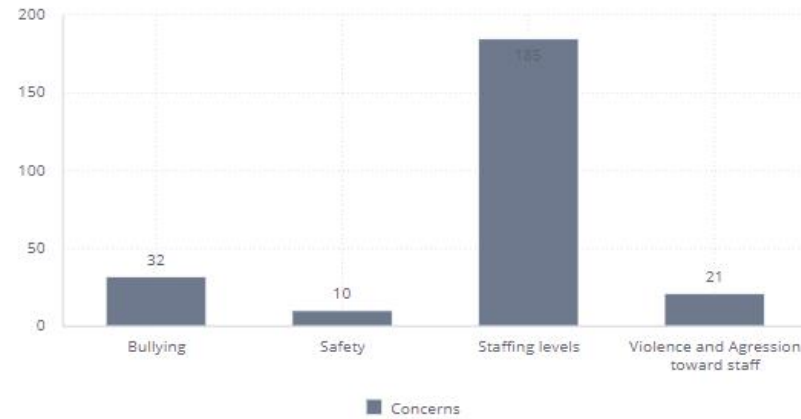
**Illuminating the importance of the 'Freedom to Speak Up' act and the importance of creating safe channels for frontline staff to voice concerns, fostering a culture of transparency and continual improvement.**

**FREEDOM TO SPEAK UP**

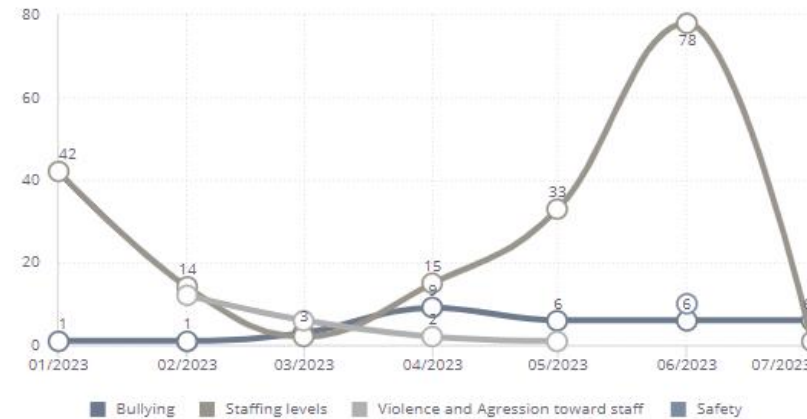


# Freedom to speak up dashboard

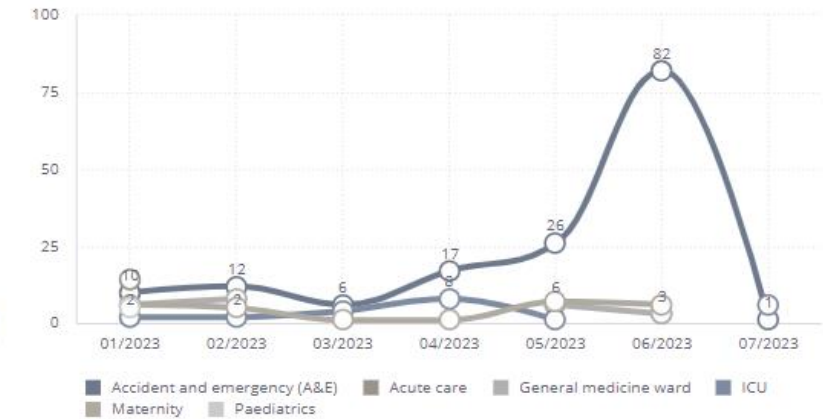
Concerns - sentiment analysis



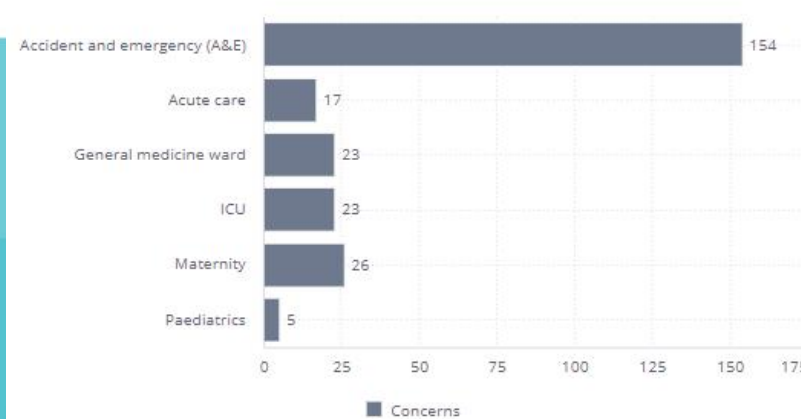
FTSU raised by Dept & Time



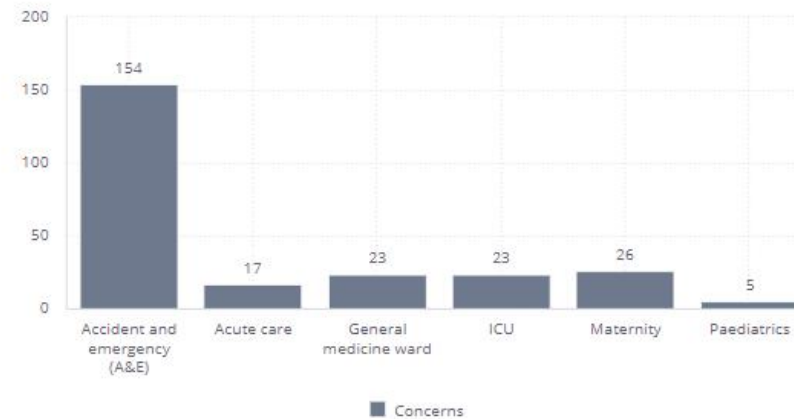
FTSU raised by Dept & Time



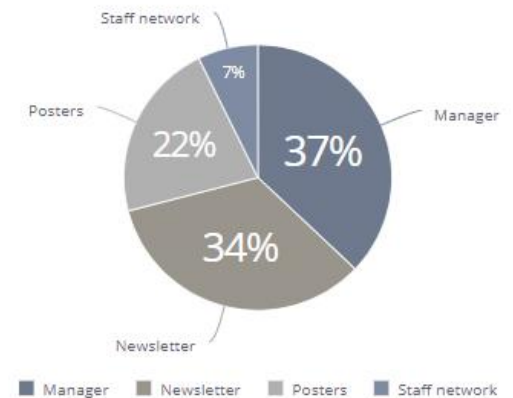
FTSU raised by Dept



Job roles raising Freedom to speak up



How did you hear about Freedom to speak up



“

Without data, you're  
just another person  
with an opinion.

”

*W. Edwards Deming*



**THANK YOU.**



 **radar**  
healthcare  
Helping you to make a difference