

Session 4:

The (near) future of analytics in iaptus

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5 November 2020



Wait times

The purpose of this workbook is to provide information on treatment appointment and those who have had a first definition within the NHS England document entitled 'Waiting for first treatment appointment'.

Waiting for first treatment appointment
Open referrals waiting for a first treatment appointment

Time to first treatment appointment
Number of days from referral to the referral ended



SMS

This workbook illustrates the usage of SMS messages by

SMS messages by

Appointment attendance

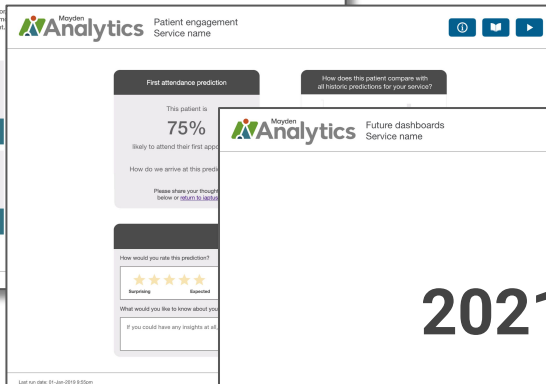
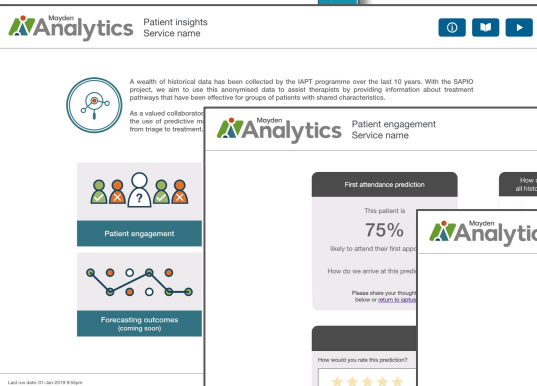
Distribution of SMS messages



Data quality for IAPT v2.0

The purpose of this workbook is to provide information on data quality for IAPT v2.0. Further dashboards will be added to this workbook. Data quality may be shortened to DQ in some cases.

List management



reporting

iaptus features

tailored support

patient insights

predictive analytics

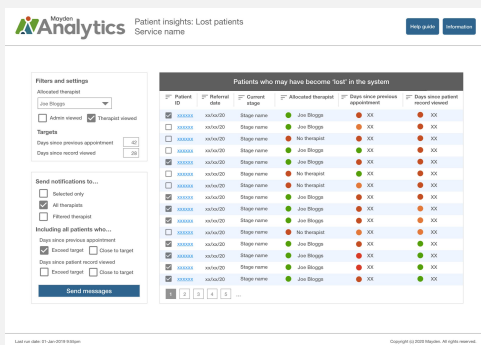
some new developments...

2021

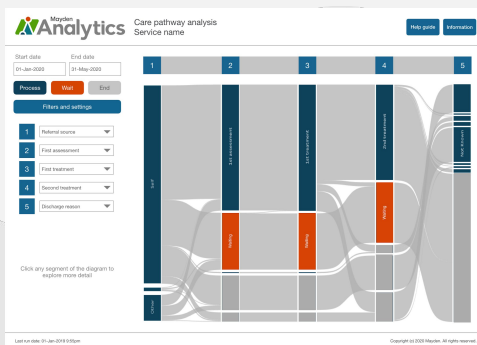


Introduction

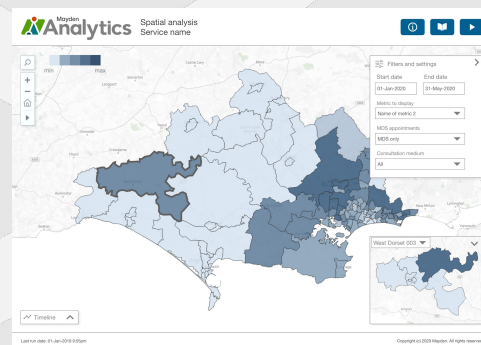
Expanding our data offering with **new features**, better **integration**, new **layers of data**, and a **new style**



Flagging 'Lost' patients



Care pathway analysis



Introducing maps in iaptus



‘Lost’ patients

“How can I find and flag patients who may have become ‘lost in the system’?”



'Lost' patients

- What do we mean by patients being 'lost'?
- How can we **avoid manual checks** of care pathway stages to identify these patients and be sure that **none are missed**?

11

VOTE

Automated care pathway checks

We manually check care pathway stages for people who may have become lost in the system somehow. Individual therapists are then emailed to correct mistakes etc. It would be great if it was possible to create the checks we need in the hypercube somehow and then set up automatic email notifications to allocated therapists (or managers if the patient is not allocated to anyone).



Filters and settings

Allocated therapist

Joe Bloggs

☐ Admin viewed ☒ Therapist viewed

Targets

Days since previous appointment 42

Days since record viewed 28

Send notifications to...

- ☐ Selected only
- ☒ All therapists
- ☐ Filtered therapist

Including all patients who...

Days since previous appointment

☒ Exceed target ☐ Close to target

Days since patient record viewed

☐ Exceed target ☐ Close to target

Send messages

Patients who may have become 'lost' in the system

≡ Patient ID	≡ Referral date	≡ Current stage	≡ Allocated therapist	≡ Days since previous appointment	≡ Days since patient record viewed
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
1	2	3	4	5	...

Why might a patient have become 'lost'?

Filters and settings		Patients who may have become 'lost' in the system				
<p>Targets</p> <p>Days since previous appointment <input type="text" value="42"/></p> <p>Days since record viewed <input type="text" value="28"/></p>						
<p>Send notifications to...</p> <p><input type="checkbox"/> Selected only</p> <p><input checked="" type="checkbox"/> All therapists</p> <p><input type="checkbox"/> Filtered therapist</p>						
<p>Including all patients who...</p> <p>Days since previous appointment</p> <p><input checked="" type="checkbox"/> Exceed target <input type="checkbox"/> Close to target</p> <p>Days since patient record viewed</p> <p><input type="checkbox"/> Exceed target <input type="checkbox"/> Close to target</p> <p><input type="button" value="Send messages"/></p>						
				Allocated therapist	Days since previous appointment	Days since patient record viewed
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
		<div>1 2 3 4 5 ...</div>				

Filters and settings

Allocated therapist

Joe Bloggs

☐ Admin viewed ☒ Therapist viewed

Targets

Days since previous appointment

Days since record viewed

Send notifications to...

- ☐ Selected only
☒ All therapists
☐ Filtered therapist

Including all patients who...

Days since previous appointment
☒ Exceed target ☐ Close to target

Days since patient record viewed
☐ Exceed target ☐ Close to target

Send messages

What are the criteria for being 'lost'?

					Days since previous appointment	Days since patient record viewed
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	No therapist	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX
<input checked="" type="checkbox"/>	xxxxxx	xx/xx/20	Stage name	Joe Bloggs	XX	XX



Filters and settings

Allocated therapist

Joe Bloggs

☐ Admin viewed ☒ Therapist viewed

Targets

Days since previous appointment

Days since record viewed

Send notifications to...

☐ Selected only

☒ All therapists

☐ Filtered therapist

Including all patients who...

Days since previous appointment

☒ Exceed target ☐ Close to target

Days since patient record viewed

☐ Exceed target ☐ Close to target

Send messages

Patients who may have become 'lost' in the system

≡ Patient ID	≡ Referral date	≡ Current stage	≡ Allocated therapist	≡ Days since previous appointment	≡ Days since patient record viewed
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx					
<input type="checkbox"/> xxxxxx					
<input type="checkbox"/> xxxxxx					
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX

Clickable links back to iaptus patient records

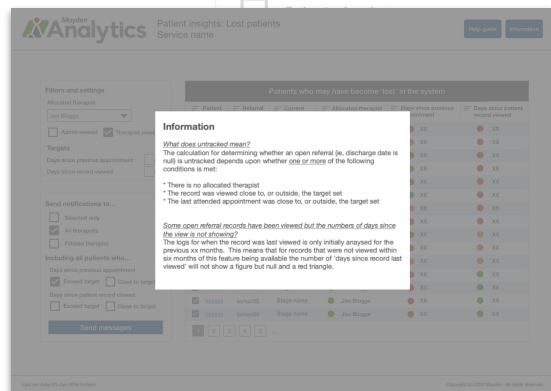
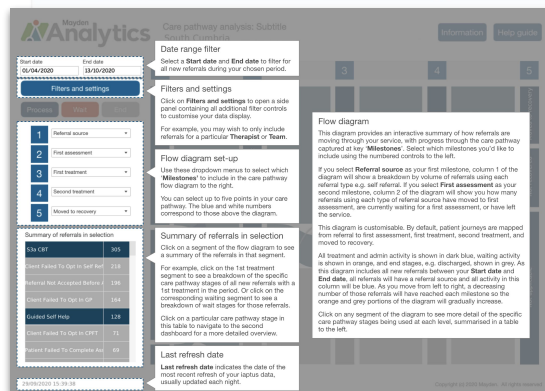
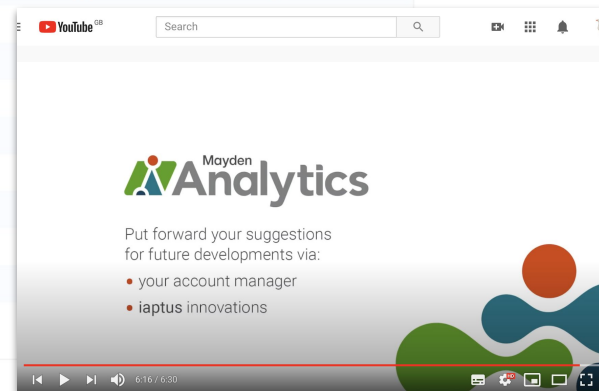
Information



Help guide



Demo video



Filters and settings

Allocated therapist

Joe Bloggs

☐ Admin viewed ☒ Therapist viewed

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Days since record viewed 28

Send notifications to...

- ☐ Selected only
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<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● No therapist	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
<input checked="" type="checkbox"/> xxxxxx	xx/xx/20	Stage name	● Joe Bloggs	● XX	● XX
1 2 3 4 5 ...					



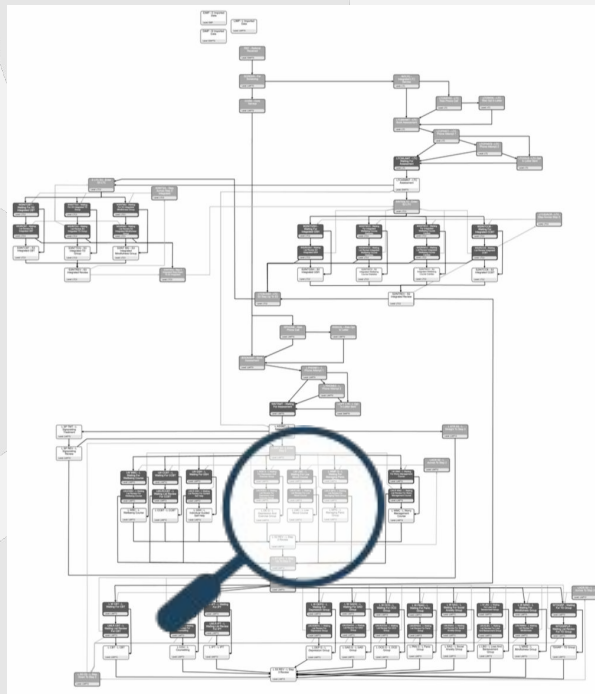
Care pathway analysis

“What are the common routes through my service, where are the bottlenecks and longest wait times?”



Care pathway analysis

- **Simplifying** complex care pathways
- A high-level snapshot of the service
- An in-depth look at the finer details





Start date

01-Jan-2020

End date

31-May-2020

Process

Wait

End

Filters and settings

1

Referral source

2

First assessment

3

First treatment

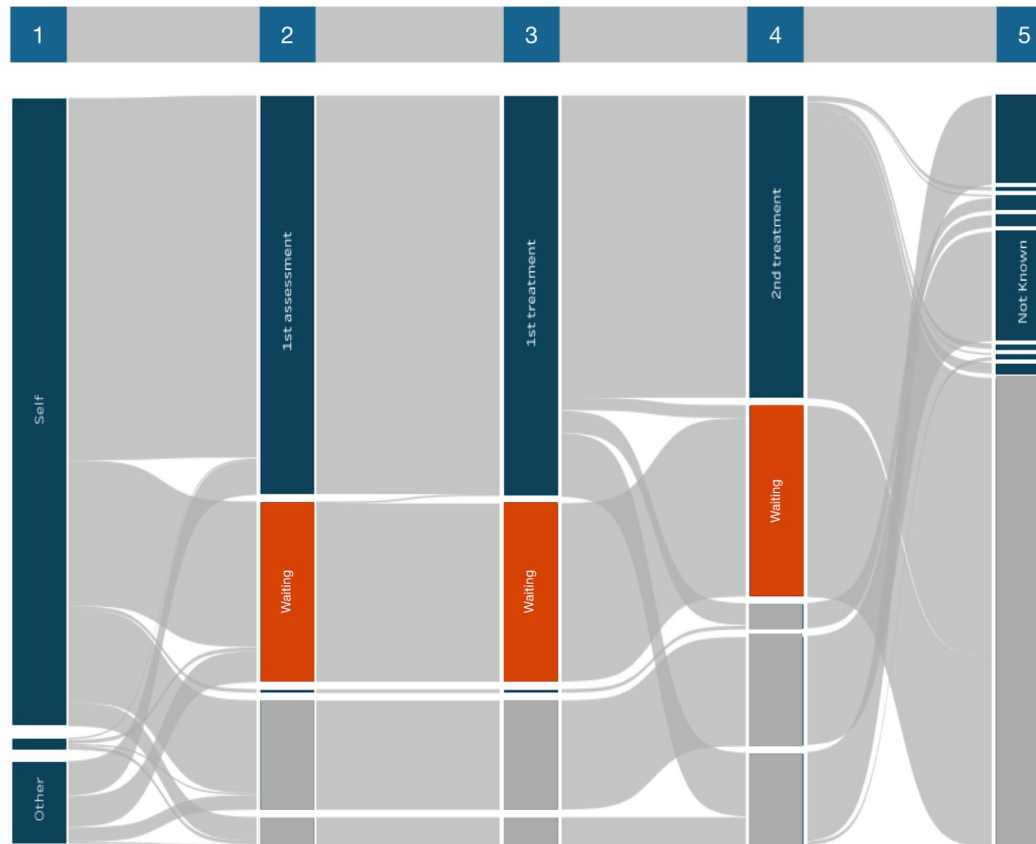
4

Second treatment

5

Discharge reason

Click any segment of the diagram to
explore more detail





Start date

01-Jan-2020

End date

31-May-2020

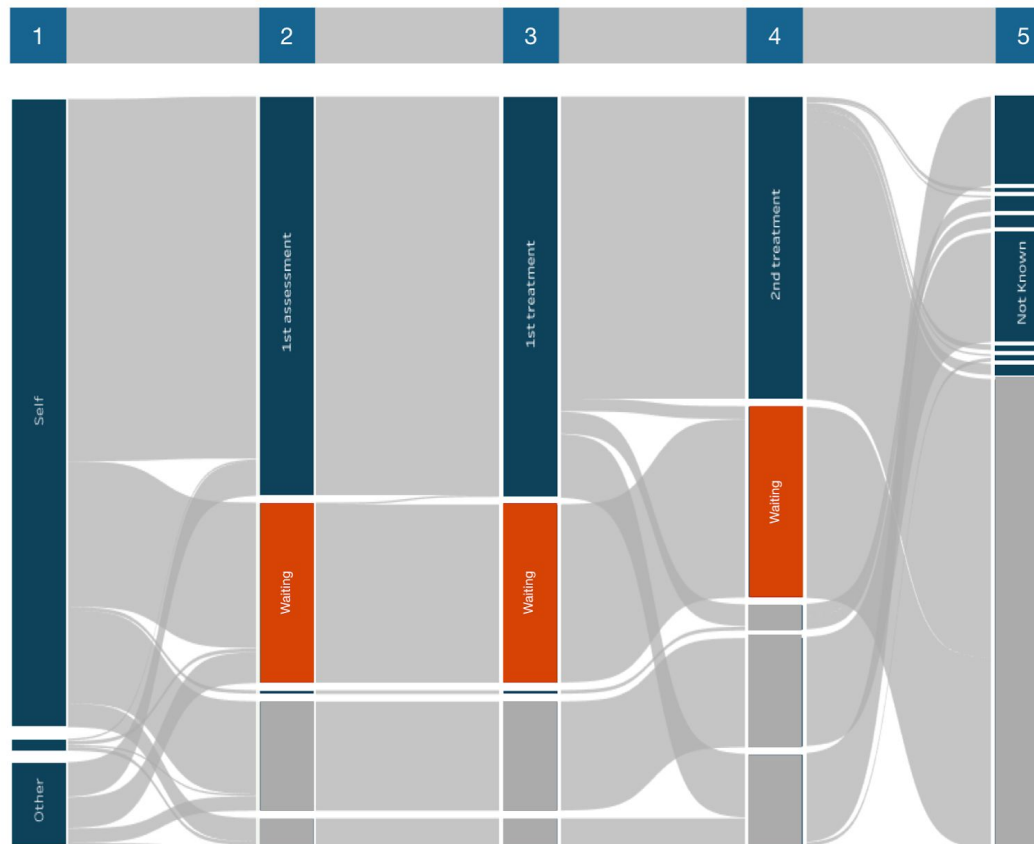
Process

Wait

End

Close

Filters and settings





Start date

01-Jan-2020

End date

31-May-2020

Process

Wait

End

Filters and settings

1

Referral source

2

First assessment

3

First treatment

4

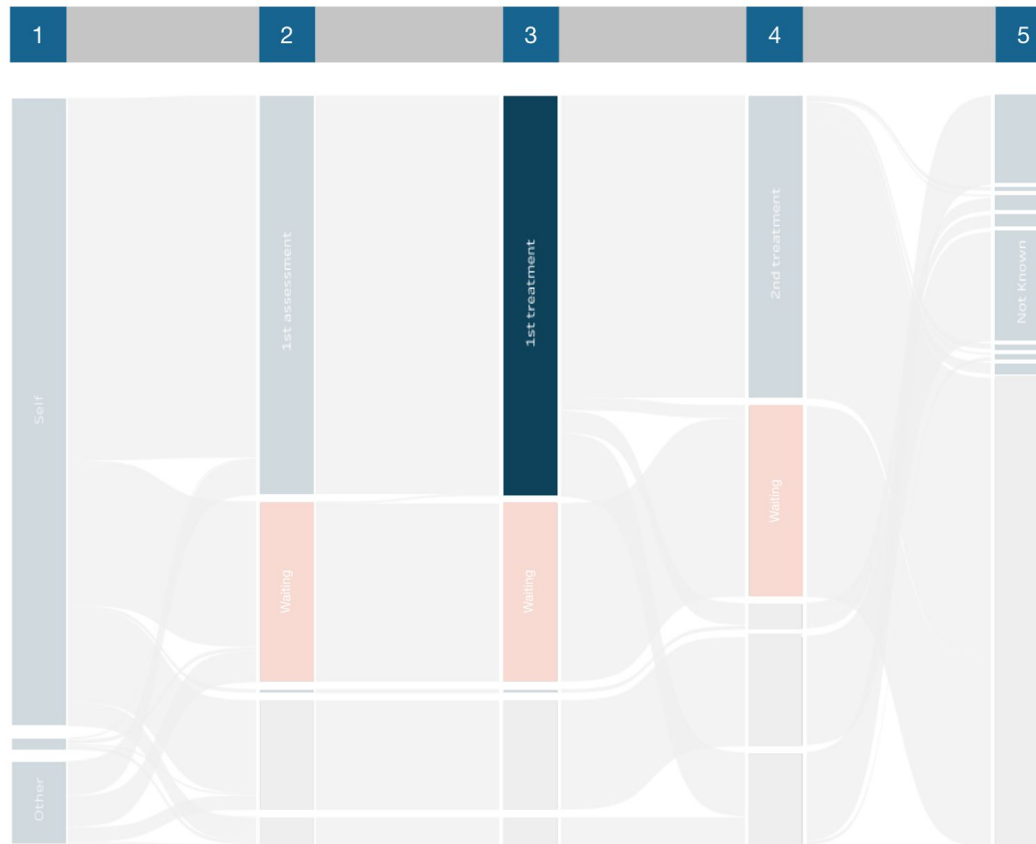
Second treatment

5

Discharge reason

Summary of patients in selection

Depression and exercise group	>>	XX
Ready For Step 3 CBT	>>	XX
Ready For Step 2 CBT	>>	XX
Step 2 CBT	>>	XX
R3 Counselling For Depression	>>	XX
R3 EMDR	>>	XX





Start date

01-Jan-2020

End date

31-May-2020

Sort by

Referrals currently in stage ▼



Select a stage

Depression and exercise group ▼



Sort by

Referrals currently in stage ▼

Process

Wait

End

Filters and settings

Referrals at stage

At end date ▼

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Time spent at stage

Average (days) ▼

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Waiting for depression
and exercise group



Depression and
exercise group

(LDEGL)

Current referrals: XX
Referrals during period: XX
Avg. days in current stage: XX
Avg. days during period: XX



Step 2 review

Waiting list review for depression
and exercise group





Start date

01-Jan-2020

End date

31-May-2020

Sort by

Referrals currently in stage



Select a stage

Depression and exercise group



Sort by

Referrals currently in stage

Process

Wait

End

Filters and settings

Referrals at stage

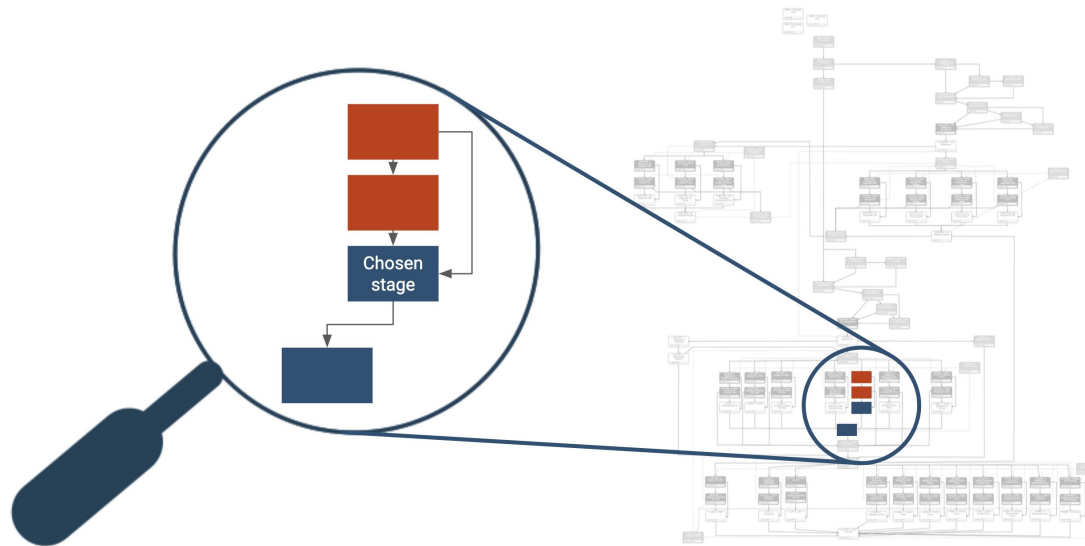
At end date

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Time spent at stage

Average (days)

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX





Start date

01-Jan-2020

End date

31-May-2020

Sort by

Referrals currently in stage ▼



Select a stage

Depression and exercise group ▼



Sort by

Referrals currently in stage ▼

Process

Wait

End

Filters and settings

Referrals at stage

At end date ▼

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Time spent at stage

Average (days) ▼

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Waiting for depression
and exercise group



Depression and
exercise group

(LDEGL)

Current referrals: XX
Referrals during period: XX
Avg. days in current stage: XX
Avg. days during period: XX



Step 2 review

Waiting list review for depression
and exercise group





Start date

01-Jan-2020

End date

31-May-2020

Sort by

Referrals currently in stage



Select a stage

Step 2 review



Sort by

Referrals currently in stage

Process

Wait

End

Filters and settings

Referrals at stage

At end date

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Time spent at stage

Average (days)

Depression and exercise group	XX
Ready For Step 3 CBT	XX
Ready For Step 2 CBT	XX
Step 2 CBT	XX
R3 Counselling For Depression	XX

Wellbeing course

CCBT

Depression and
exercise group

Individual guided
self help

Low mood course

Managing panic group

Worry management
course

Step 2
review

(LS2REV)

Current referrals: XX
Referrals during period: XX
Avg. days in current stage: XX
Avg. days during period: XX

Step up to Step 3

Access to Step 2



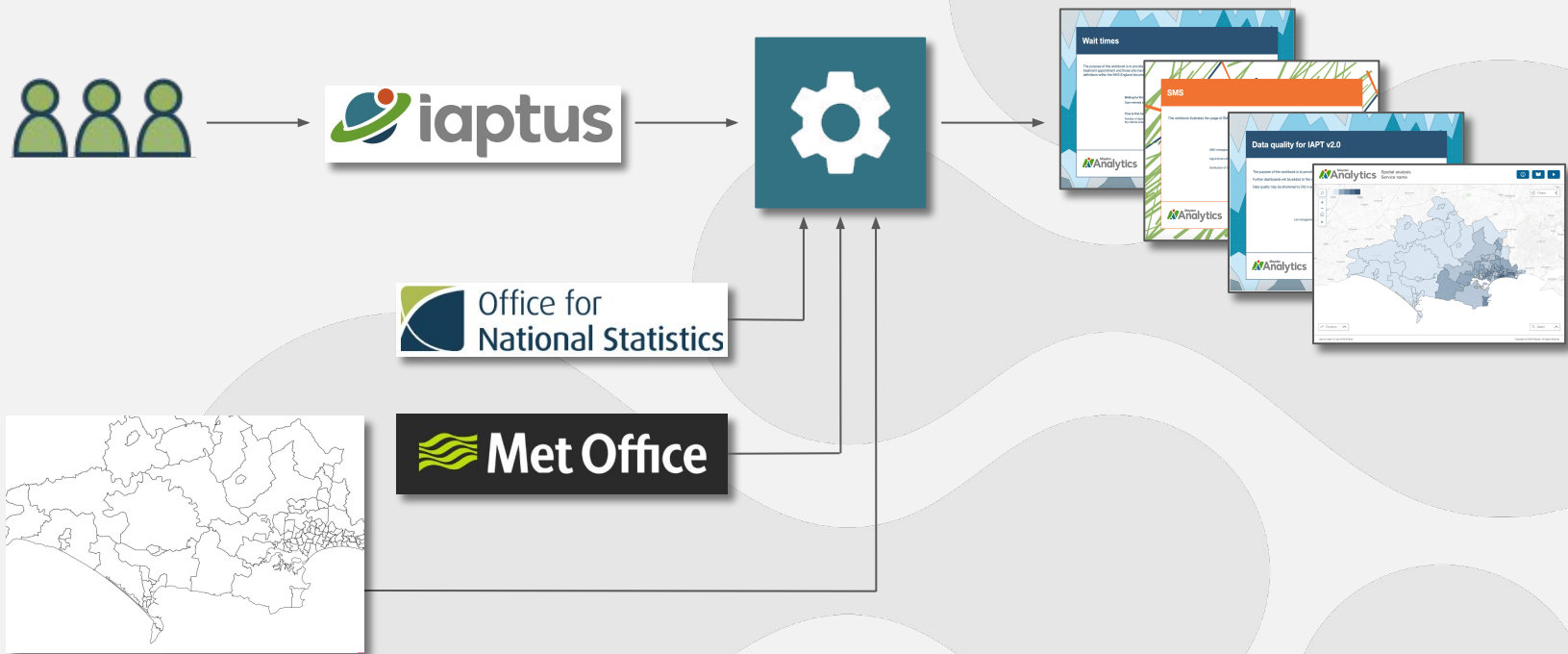
Introducing maps in iaptus

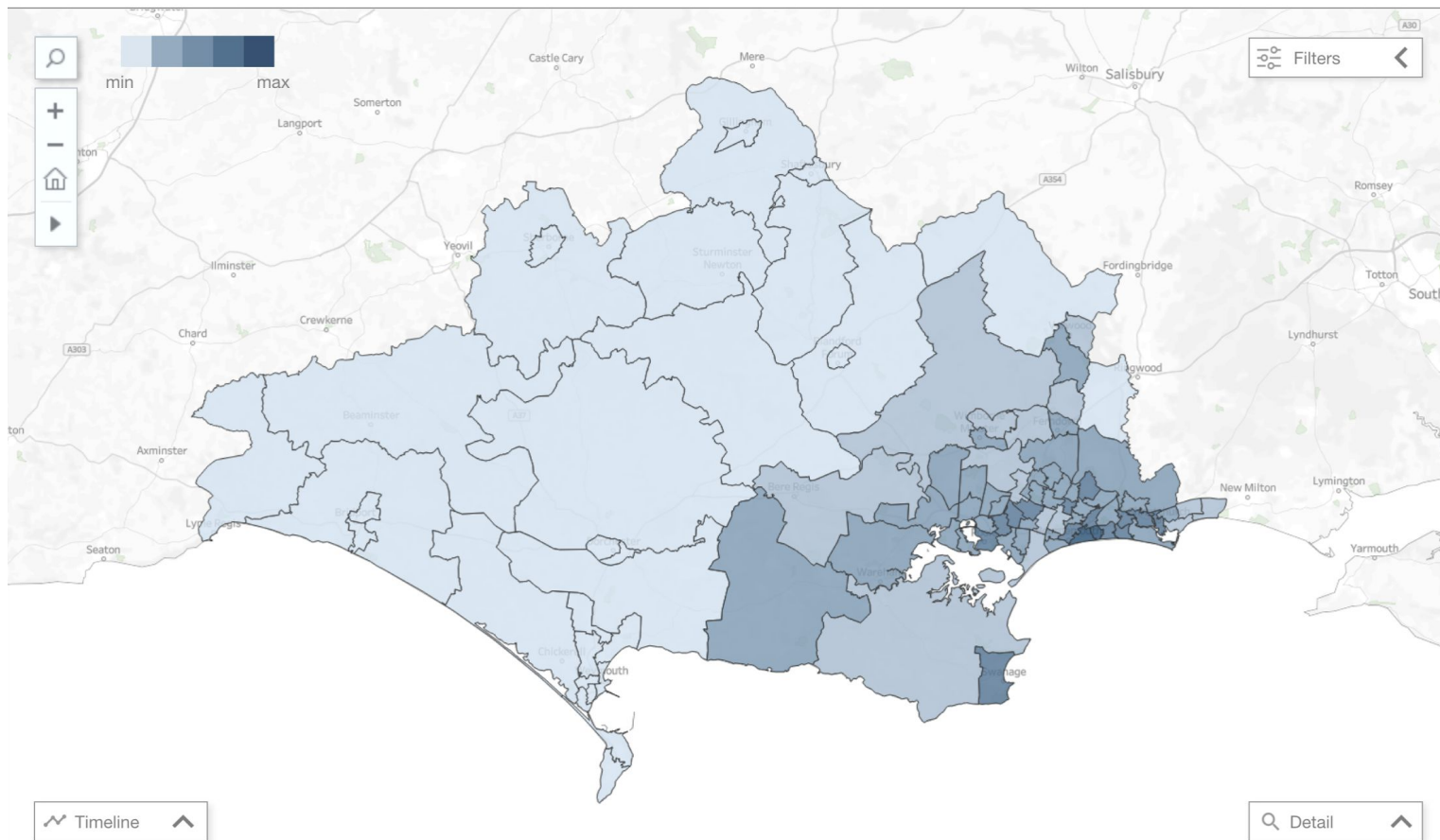
“A new platform for a new type of analysis”

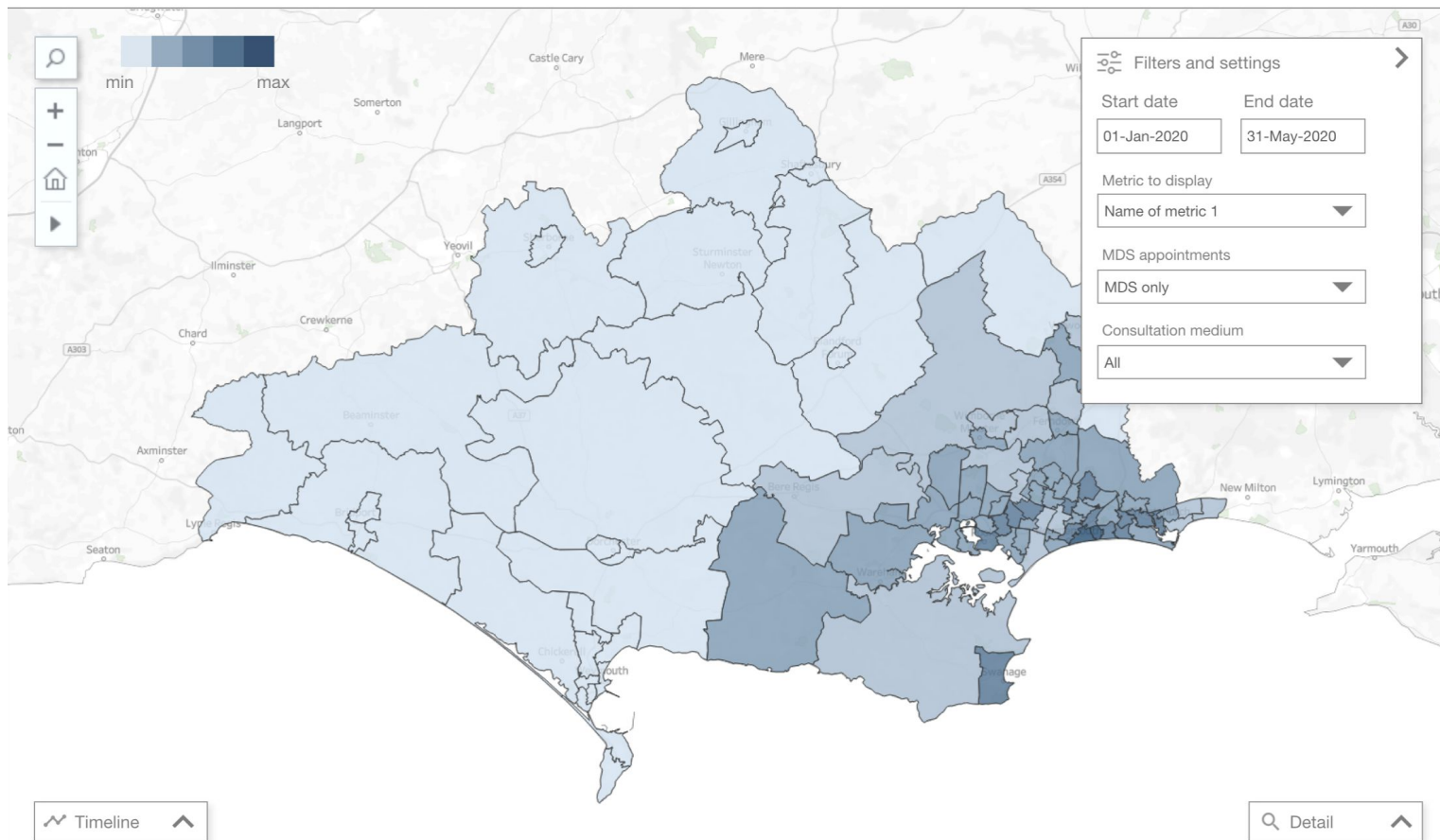


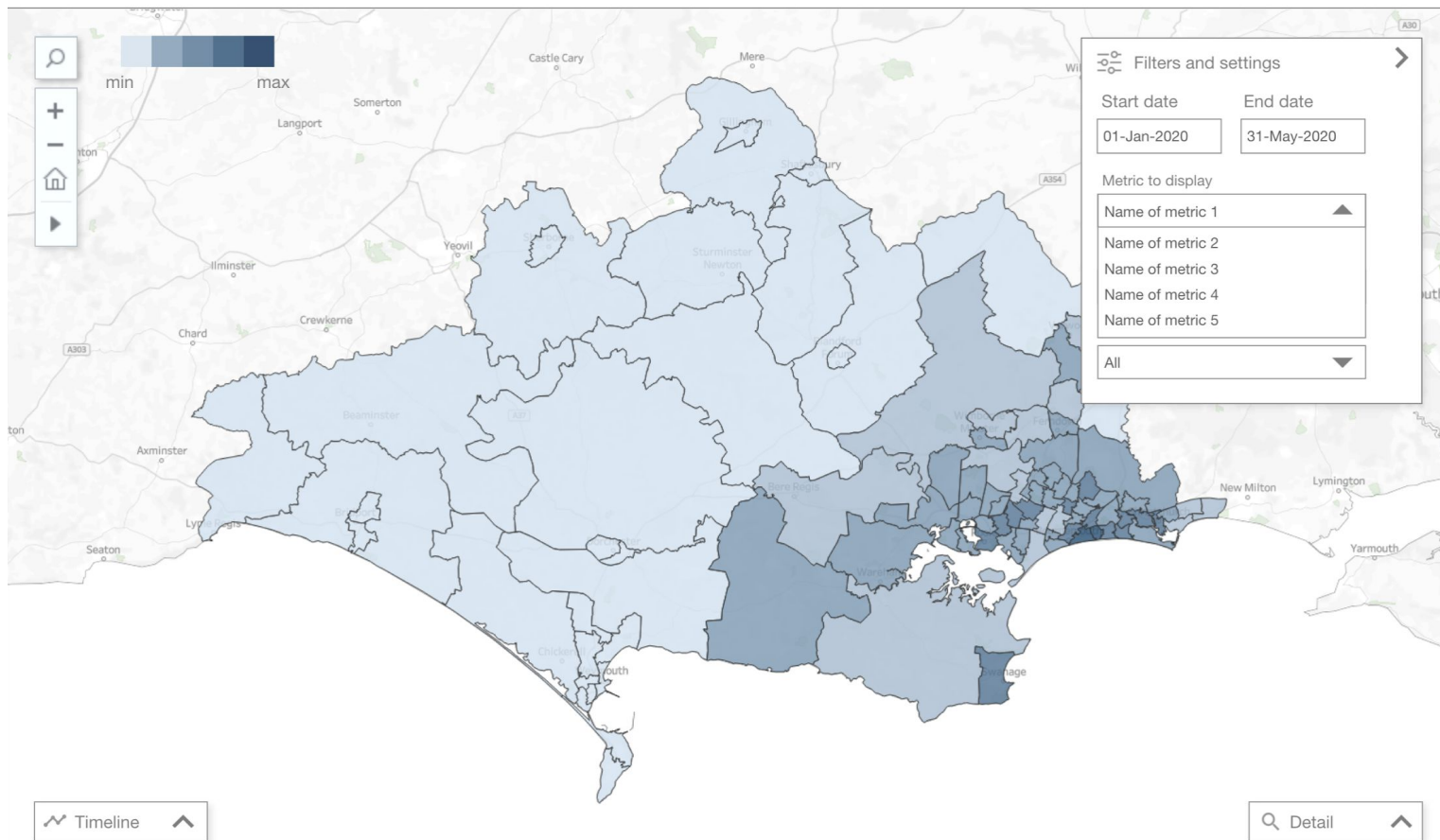
iaptus maps

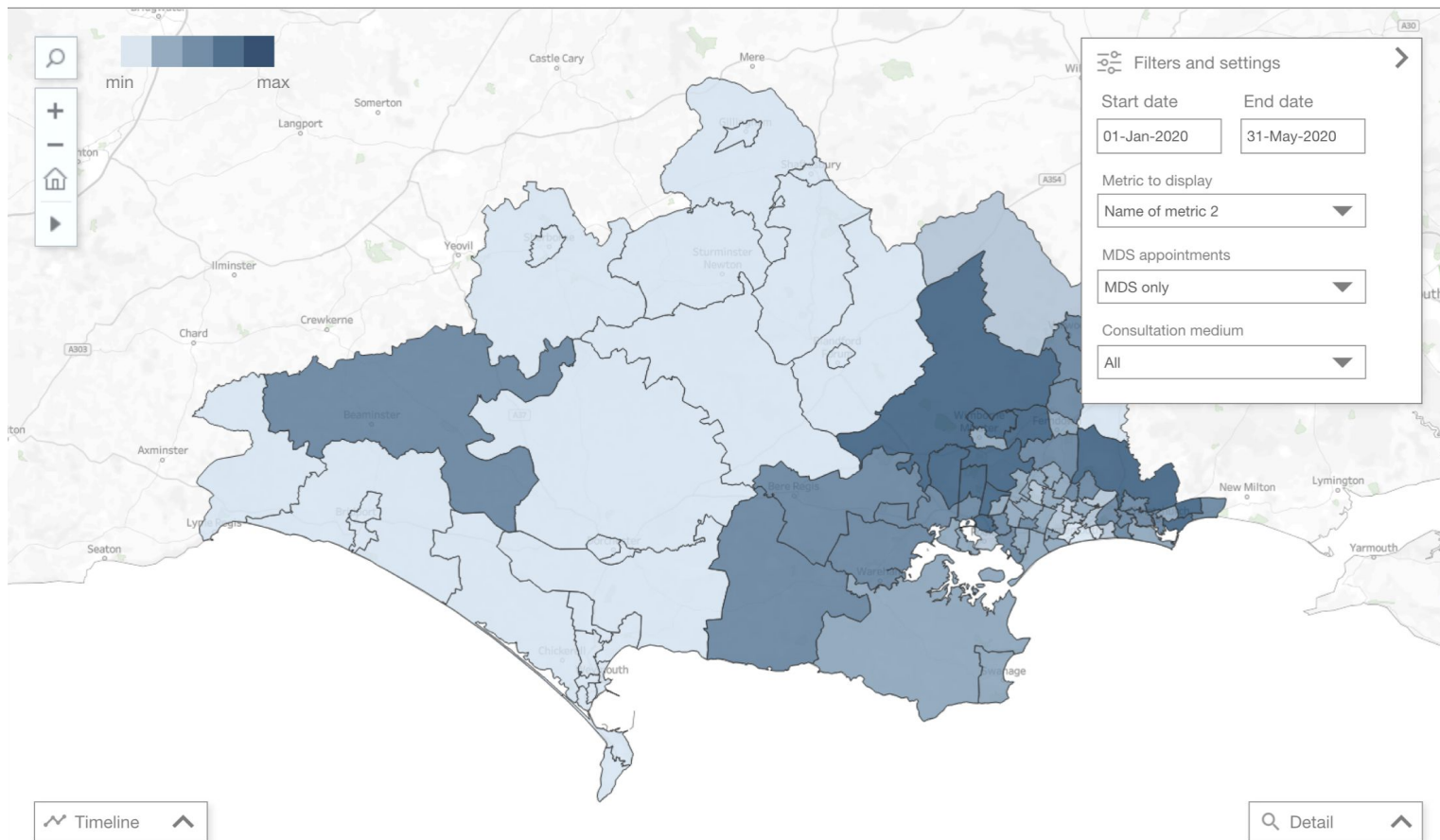
- New data sources and patterns to explore

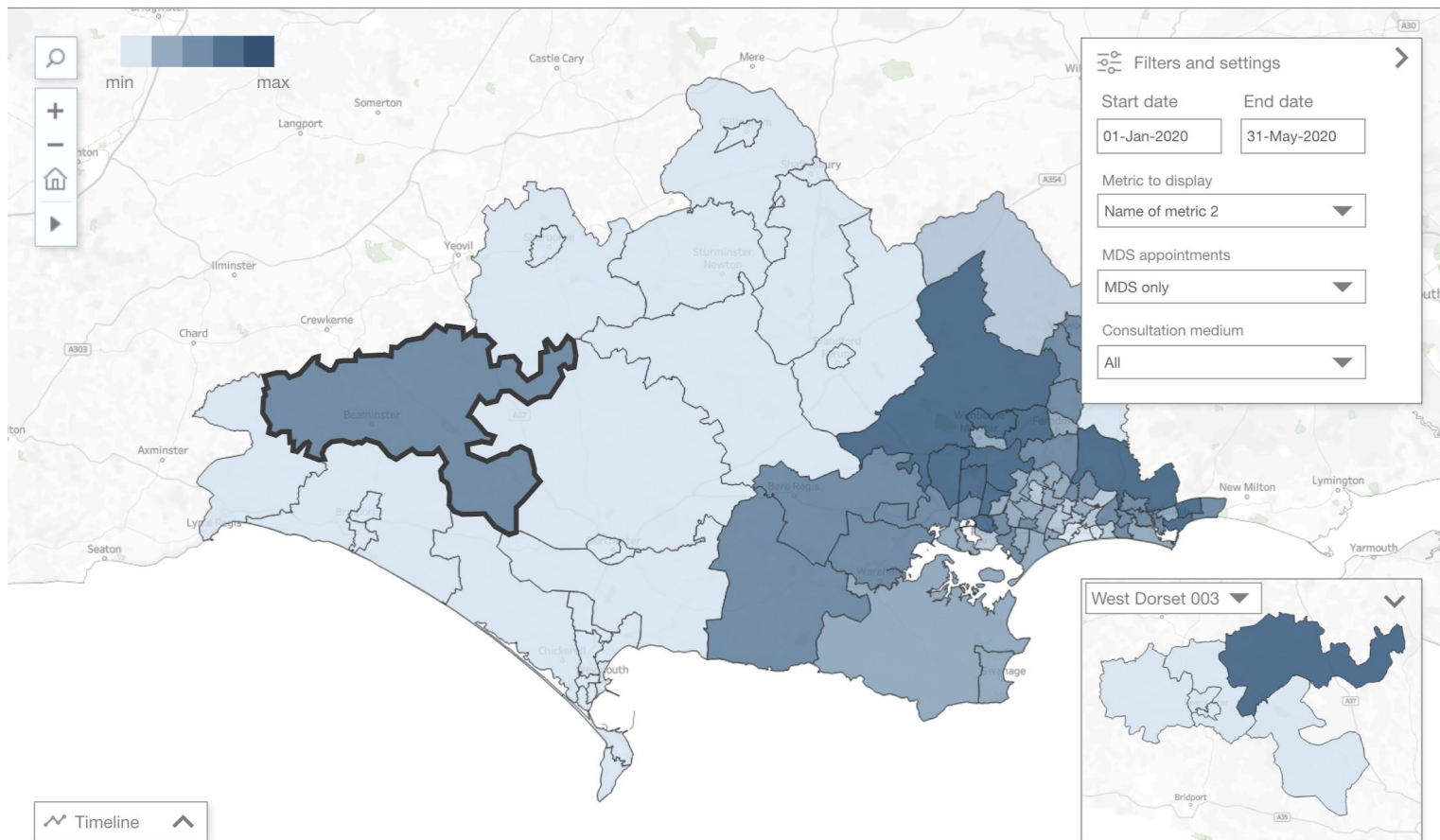


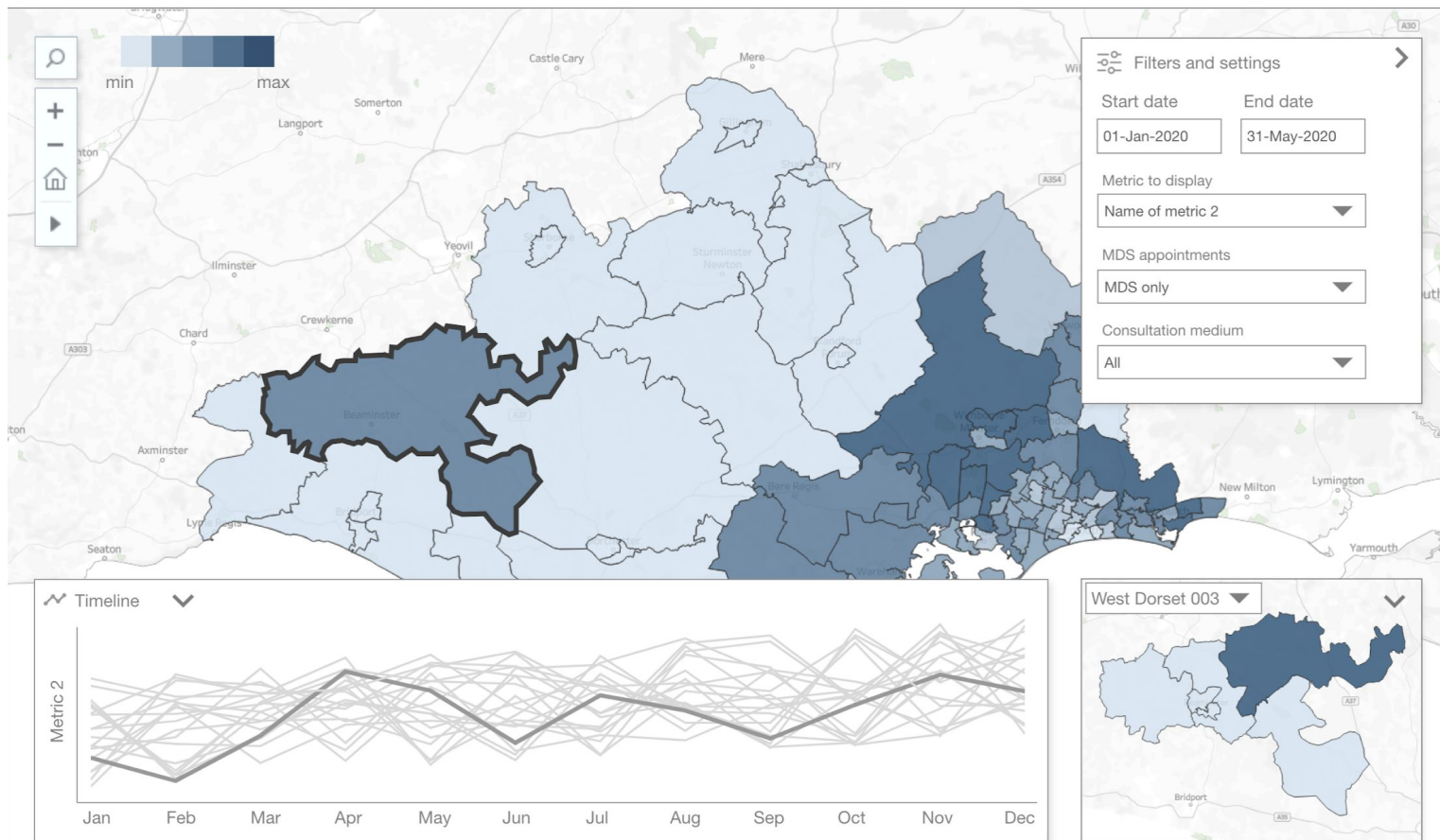


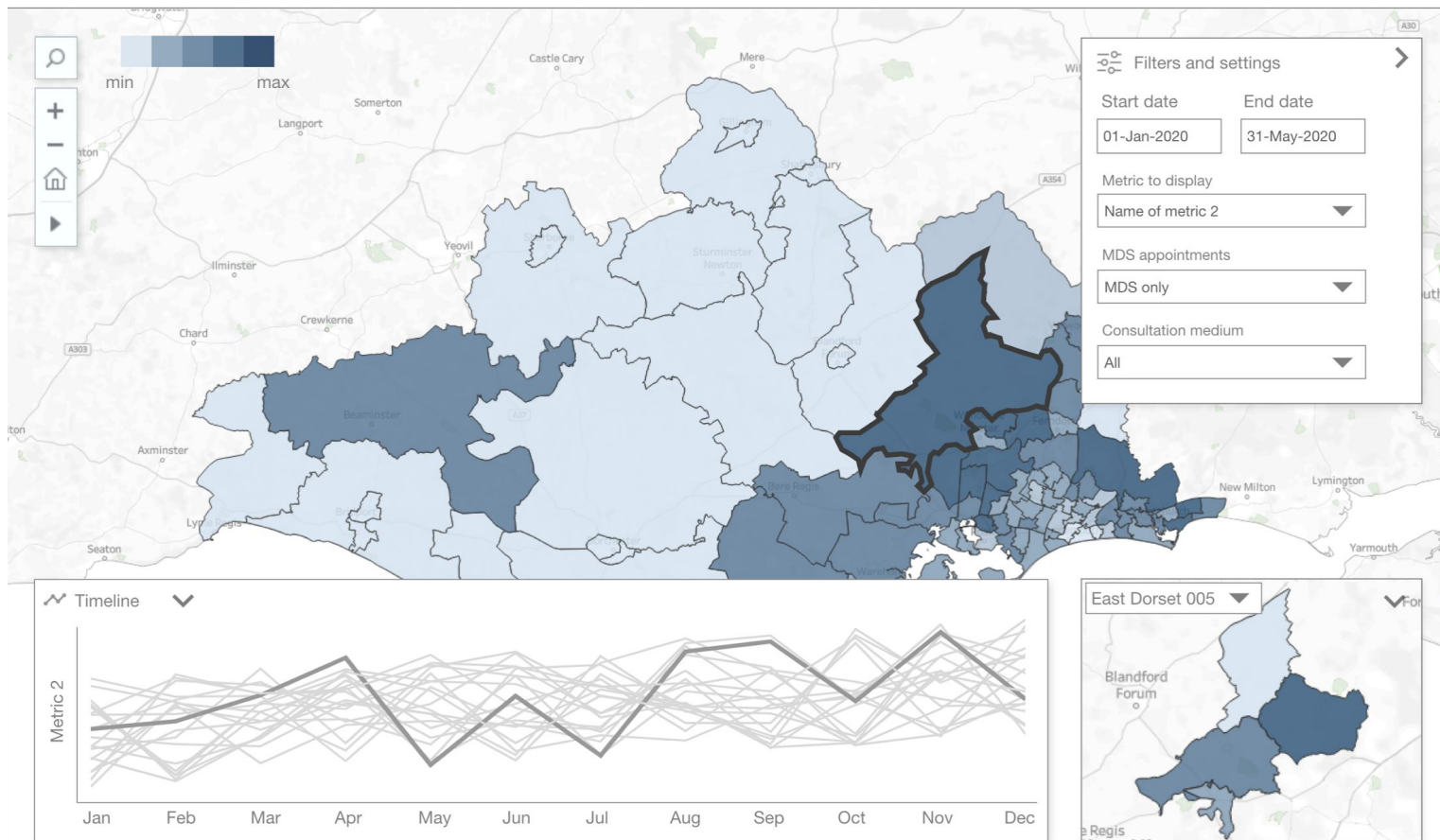


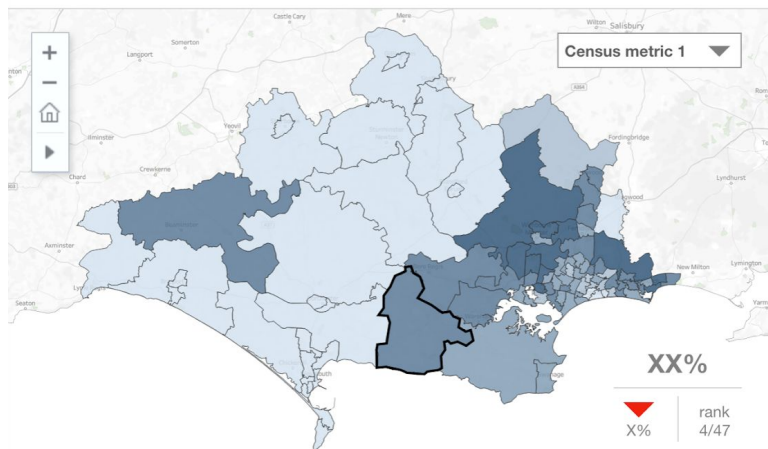
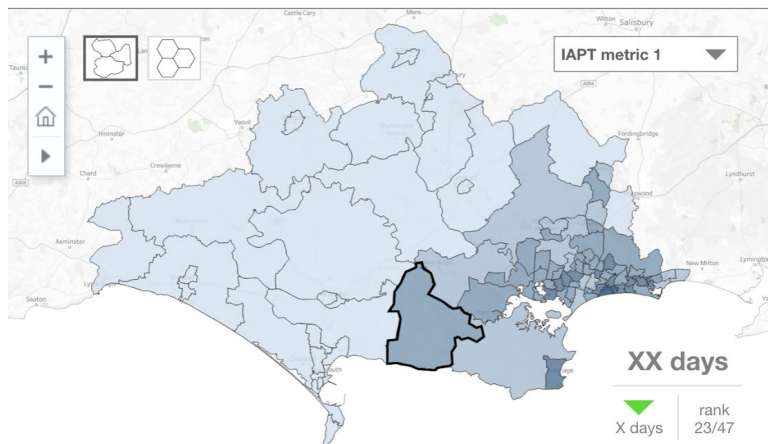






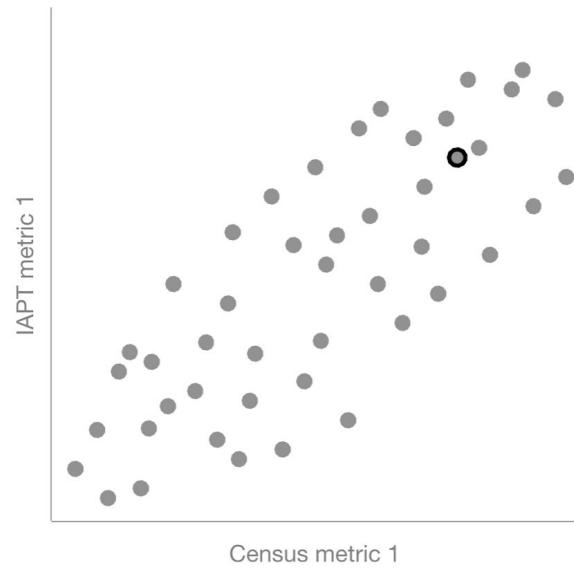






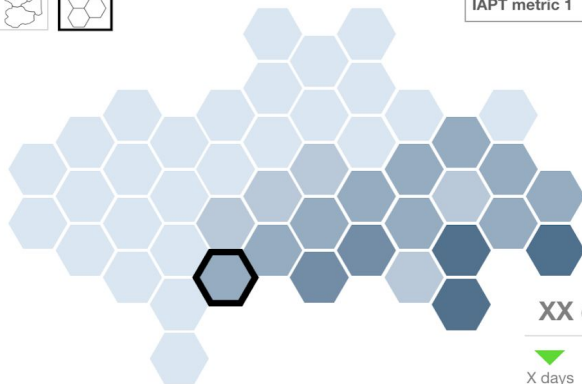
Start date: 01-Jan-2020 End date: 31-May-2020 Compare against historic patterns: 1m 3m 6m 1y 5y all

Filters





IAPT metric 1 ▼

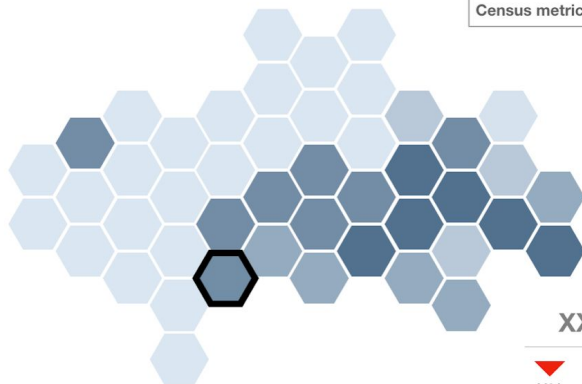


XX days

▼ X days rank 23/47



Census metric 1 ▼



XX%

▼ X% rank 4/47

Start date

01-Jan-2020

End date

31-May-2020

Compare against historic patterns

1m

3m

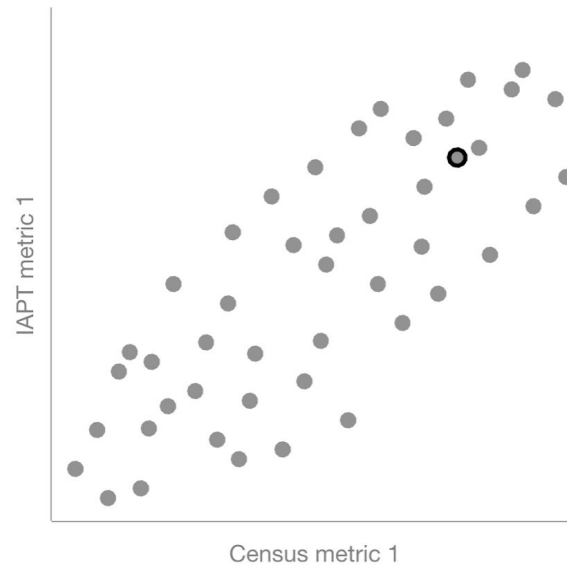
6m

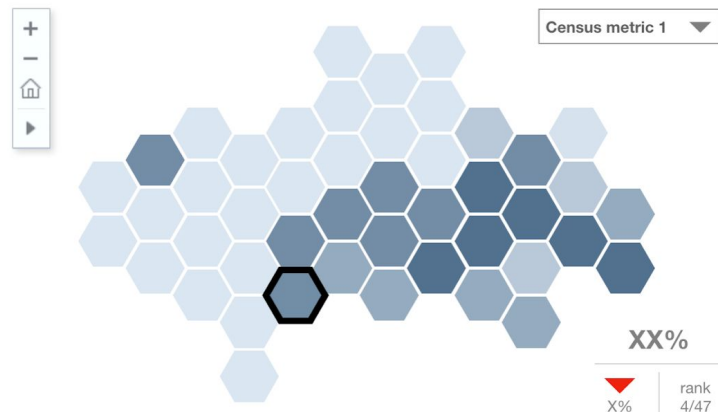
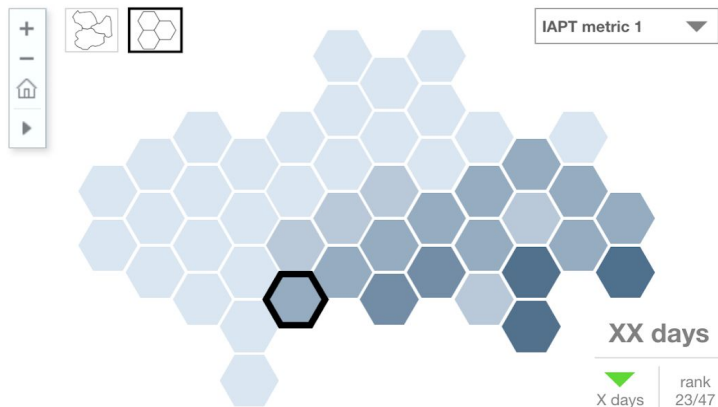
1y

5y

all

Filters ▼

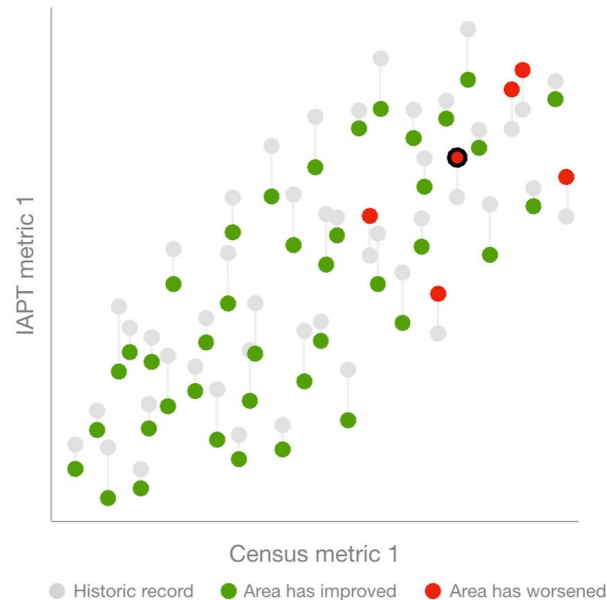




Start date: 01-Jan-2020 End date: 31-May-2020 Compare against historic patterns

1m **3m** 6m 1y 5y all

 Filters ▼





How to get involved

- Register your interest by sending us a message at projects@mayden.co.uk
- Pop a message in the chat and we'll add you to our contact list
- Come and talk to us



Thank you for listening

Any questions?



Breakout session 3

What are your initial thoughts on

1. The 'lost' patients workbook?
2. The care pathway analysis workbook?
3. The spatial analysis workbook?
4. And our new data offering overall?