

# Healthcare Provider Management



We help our customers manage approximately 3000 health and social care providers, from Nursing Homes through to Supported Living units and Domiciliary Care agencies

Our provider management tool can help support your staff with quality and contract management, capturing information from providers and supporting staff activities



For our CCG customers we deliver 94% of their monthly quality returns (questionnaires) within a week of month end

We systemise evaluation of the returns and provide analysis and charts to help understand provider performance



Analysis can be as simple as understanding capacity in the market, or as complex as understanding the relationship between staffing levels and falls in a Nursing Home

For example, our customers see 9 times more falls in their care home market than pressure ulcers. We can review how this changes depending on the size of the home, use of agency staff and so on



We provide a range of online tools to help CCGs manage providers, from sharing documents, flagging safeguarding concerns, and managing performance plans