



## Smart Case Manager

Intuitive case finding software enables your GPs and community matrons to rapidly identify high risk patients for intervention.

**Smart Case Manager** is an integrated toolset that provides case management and insights across patient populations through built-in predictive analytics. It is a true client-server application designed to be hosted locally by PCTs or SHAs. It is a clinical intelligence tool for the PCT or SHA user to batch generate a variety of reports at all levels: SHA, PCT, PBC, Polysystem from readily available SUS secondary care datasets.

*"Finding patients is a lot better with the new tool; it is infinitely better than PARR."*  
 Community Matron,  
 NHS Warwickshire

## Product features

- Built in predictive model to calculate the next year's total secondary care cost for the patient;
- Built in capability to harness all the information from SUS Inpatient, Outpatient and A&E data sources for modelling and patient level intelligence;
- Supports stratification based on different patient cohorts/populations;
- Optimised for high data volumes;
- Publishes dynamic interactive reports;
- User friendly graphical interface to enable easy data management and comprehensive data quality assessment;
- Capability to seamlessly run any new or calibrated predictive models.

## Benefits

- Enables PCTs to allocate case management resources better than PARR;
- Creates lists of identifiable, "at risk" patients for intervention based on highest cost;
- Empowers reduction of avoidable emergency hospital admissions;
- Easily deployed without GP datasets;
- Provides benchmarking by GP practice and specialty;
- GP, PBC, Polysystems, PCT and SHA views of reports;
- Identifies variation in quality of care leading to cost savings;
- Visualise risk adjusted demand for secondary care across your entire population;
- Informs Commissioning and Strategy plans.

## Smart Case Manager in action...

OVERALL PATIENTS												
PATIENT INFORMATION					LONG TERM CONDITIONS & SMOKING						ACUTE COSTS	
Encrypted NHS Number	GP Practice ID	Relative Risk	Age	Gender	Asthma	Diabetes	CHD	CHF	COPD	Smoker	Total	
63479	p_06	38.8	84	Female	No	No	Yes	Yes	No	No	£8,756	
20031	p_06	27.9	92	Female	No	No	Yes	Yes	No	Yes	£2,150	
86920	p_06	17.6	81	Female	Yes	No	Yes	No	No	No	£2,500	
39512	p_06	13.4	46	Female	No	No	No	No	Yes	No	£12,000	
23554	p_06	10.2	76	Female	No	Yes	No	No	No	Yes	£6,743	

Smart Case Manager case finding screen

To find out more about **Smart Case Manager**  
 Tel: **0845 600 3036** Email: [bupahealthdialog@bupa.com](mailto:bupahealthdialog@bupa.com)  
 Web: [www.bupa.co.uk/bupahealthdialog](http://www.bupa.co.uk/bupahealthdialog)

## Who are we?

Bupa Health Dialog partners with a broad range of NHS commissioners including Practice Based Commissioning Groups, Primary Care Trusts and Strategic Health Authorities.

Our range of clinically led services, underpinned by sophisticated analytics, take a 'system wide' approach to commissioning, encompassing both primary and secondary care. This ensures our clients can measure, monitor and evaluate the interaction and impact of their current decisions and then prioritise, design, plan and deliver future commissioning actions across the whole of their health economy.

At Bupa Health Dialog we believe that the best care comes when the right care is targeted at the right people, delivered at the right time, in the right place, making best use of available resources, while taking account of patient choice and population need.

## About Bupa

Bupa was established more than 60 years ago and is now a leading, international, healthcare organisation serving 10 million customers in 190 countries. The company provides a wide range of services, including health insurance, care homes for older people and young disabled people, long term conditions management programmes, health assessments, workplace health services, care at home and in hospital. Bupa also provides support for governments to deliver more effective care in a number of countries including the UK, US, France, Spain and Australia.

Bupa is a private company with no shareholders - our primary concern is our customers. As a result we can reinvest our profits to support our mission to help people live longer, healthier and happier lives.

