



EARLY WARNING SYSTEM FOR INCIDENTS

NHS Trusts experience many events in the normal cause of operations. Serious incidents are investigated, but the vast majority are filed and forgotten. They sit in a dusty database that goes unused.

Our algorithms mine those data records which are lying fallow, search out patterns, and report trends and projections. We discover the hot spots that need attention, as well as the areas of best practice.

RAVEN gives Trusts the toolkit needed to improve patient safety and to enhance the quality of patient care.



REDWING BUSINESS INTELLIGENCE is a Crown Commercial Supplier and a Registered Data Controller.



REDWING supplies services to NHS Trusts via the Government G-Cloud and Digital Outcomes Frameworks. **RAVEN** is listed on G-Cloud 7, 8, and 9.

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RAVEN RAPID ANALYSIS OF EVENTS



Trusts experience many events in the normal course of operations. These can range from Incidents which are classed as SIRIs and SUIs – *never events* – all the way down to a minor complaints which must nonetheless be properly followed up.

Effective monitoring, management, and control of these events adds up to Integrated Governance, which is the umbrella covering both Patient Safety and Quality Care.

Redwing provides services to the National Health Service via our own computer systems, which we maintain and support. Specifically, we provide NHS Hospital Trusts with the information needed *to know how you're doing* — which is the first step to improving productivity in general — and providing Quality Care and Integrated Governance in particular.

RAVEN is our Event Analytics service, and it provides NHS Hospitals, other Trusts and Directors responsible for Patient Safety, Quality Care and Integrated Governance with the tools they need . . . to analyse, understand, and take effective action on:

- Incidents and Adverse Events
- Claims and Claims Management
- Communications: Compliments and Complaints

We take the detailed data records of your day-to-day activities, and refine them. That process generates *actionable information* that can be used to understand what has happened, to increase efficiency, and improve the quality of patient care.

We do not seek sales; we are a services company. **RAVEN** is to be hosted remotely from the hospitals, and we charge customers a small fee on a per incident basis. That means Trusts do not pay for installation, machinery, systems software, staffing, ongoing maintenance, support, or even electricity or physical estate. Further, there's no capital budgeting or large lump sum expenditure, and no EU acquisition process.

When we implement **RAVEN** for a Trust, we also provide training and support to managers and other staff. This is on how to enter data cleanly for best results; how to interpret and act on the information that comes out of **RAVEN** to achieve improved performance; etc. We believe in providing a comprehensive service.

You get the benefits, delivered direct to your browser on your screens. Reporting is tailored to the audience e.g. Strategy Maps for Board and Executive, detailed parameter-driven reporting for the line manager; self-service for the power user.

There's a white paper available, called *The RAVEN Events Analytics service*. If you would like a copy, please send an [email to Redwing](mailto:donna@redwing-bi.com) (donna@redwing-bi.com)

GOLD Service Level

Here, the SILVER Service Level is augmented with the Interactive Floor Map. The Trust supplies Redwing with floor map(s) of the Trust Buildings, and Redwing turns these passive documents into live, fully interactive screens that show issues and hotspots via a series of analytical views. The data may be cut by date, severity, and a wide variety of other ways to slice the information.

The Interactive Floor Map will even show *predictions* of where issues and challenges are likely to arise, using **RAVEN**'s predictive analytics capability.

The GOLD level includes an additional 10 days consulting as standard.

SILVER Service Level

Here, the BRONZE Service Level is augmented with up to 10 days consulting for Trust reporting customisation as desired. Additional consulting days may be purchased according to the Rate Card.

BRONZE Service Level

Implementation of **RAVEN** comes with the following features as standard:

- Training for **RAVEN** information consumers
- Support and consulting to Trust technical staff regarding system interfaces and extract/transport implementation
- Provision of a 'pizza-box' 1U server to extract the relevant information from the on-premise source system, and to store it in a local SQL Server database in encrypted format, ready for transport via OData to the Redwing servers.

This local database is transparently available to authorised Trust staff; read-only provision is made for Trust staff to inspect and validate the data to be transport as required by the Trust. No data is transported except that contained within this open database.

Service Level

The availability service level for RAVEN is 99.7% during standard business hours, with a mean time to recover of 4 hours. The service is provided using compute and storage technologies residing in a *Tier 3* data centre.