



*Service line reporting,  
costing and pricing*

## Managing Service

## Performance

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*“Measure by measure –  
constant analysis of  
performance to identify  
opportunities to  
improve.”*

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# Supporting the need to transform models of care

*“Under  
performance in  
any aspect of care  
can only be  
rectified if  
information is  
available to  
identify what is  
happening.”*

### THE CARTER REPORT

Service line reporting along with costing and pricing models are a key component of financial management in most organisations, although the extent to which they are utilised as tools and embedded within organisational strategy, varies considerably.

The Carter report reinforced the requirement for quality management information to help identify opportunities for productivity and efficiency gains.

### EXPERIENCED REPORTING TEAM

Our costing and reporting experts have substantial experience of working with NHS organisations to develop service line reporting (SLR), service line management (SLM) and PLICS processes, whether it be in supporting the introduction of SLR as a management tool or the interpretation of reports and refinement of embedded processes.

Our approach is Director-led and ensures the close involvement of clinical and

operational teams, vital for a successful implementation project.

Our team have experience of working with several costing systems, as well as creating bespoke solutions that are tailored to clients' needs.

We have worked with or on behalf of client teams to prepare Reference Costs, Mental Health Mapping, Programme Budgeting and other statutory returns and supported the development of Service Line Costing and Service Line Management.

As well as working with Acute, Mental Health and Community Providers we have also supported the development of Commissioning Support Units by advising on service costing and pricing, CSU sizing and operational strategy and prepared bespoke costing/pricing financial models and long term plans to underpin business plan submissions.

### BALANCED SCORECARD

The NHS Improvement priorities clearly require reconciliation of use of resources i.e. Financial, Workforce and Quality. We can develop Balanced Scorecard models which bring together the important metrics in one document, in easy to understand pictorial formats for Quality, Performance, Finance and Workforce. Additionally, automated comparisons against national and regional benchmarking data can be made available with comparatives against national and regional benchmarks. This can be issued throughout the organisation, the balanced scorecard helps clinicians and managers identify opportunities and implement changes.

### HOW FOURSIGHT CAN HELP

Our approach is tailored to clients' needs. Our service includes:

- Supporting clinicians to understand metrics and to take action to increase productivity;
- Developing innovative reporting formats;
- Preparing appropriate information to support proposals for change to improve efficiency;
- Interpretation of information, and development of action plans;
- Project Scoping and planning;
- Support for the development of a pricing strategy, and calculation of Product/service prices.
- Technical assistance with the development of costing models;
- Benchmarking to support the Carter Productivity drive.

### CONTACT US

Should you require additional support or wish to discuss other ways in which FourSight could help your organisation, then please do not hesitate to contact one of our Directors:

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Aaron Thomas 07746 405665, or email [enquiries@foursightconsultants.com](mailto:enquiries@foursightconsultants.com).

We look forward to hearing from you.

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