

# The Future is Open! Why Transparent healthcare is high quality, productive healthcare



CONFIDENTIAL AND PROPRIETARY

Any use of this material without specific permission of McKinsey & Company is strictly prohibited

# Open Britain: Accountable, efficient and effective?

## OPEN BRITAIN

theguardian

News Sport Comment Culture Business Money Life & style

News Society Health

UK heart operation death rates fall after data published

Analysis dispels myth that surgeons are more likely to refuse to operate on risky cases if data is made public

***'Access to my mother's medical records has changed my life'***

*Daughter caring for her mother from home in Australia*

dr foster®  
intelligence



GlaxoSmithKline

BIOTECH GATE  
COMPANY DATABASE



## OPEN DATA

**IMPROVE OUTCOMES?**

**TRANSFORM SERVICES?**

**ECONOMIC GROWTH?**

## FAILING BRITAIN

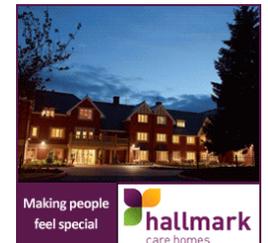


***'I have no idea what I am commissioning for the elderly'***

*Local authority CEO, after a new allegation of abuse in a care home*



Four Seasons  
Health Care



# The Power of Open Data



# Data transparency has transformed other sectors... so why not healthcare?

## Online banking – a consumer success story

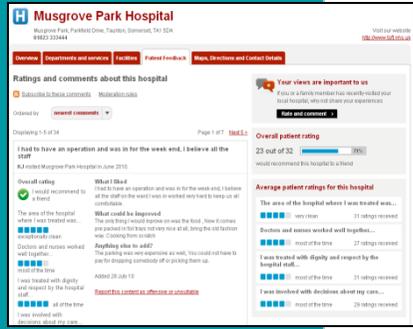
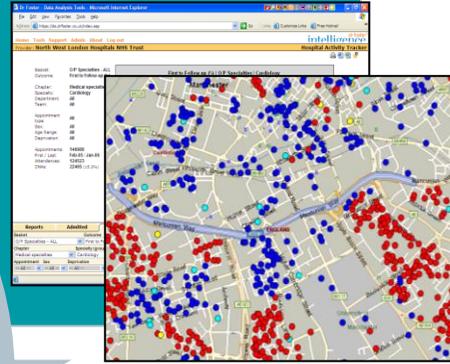
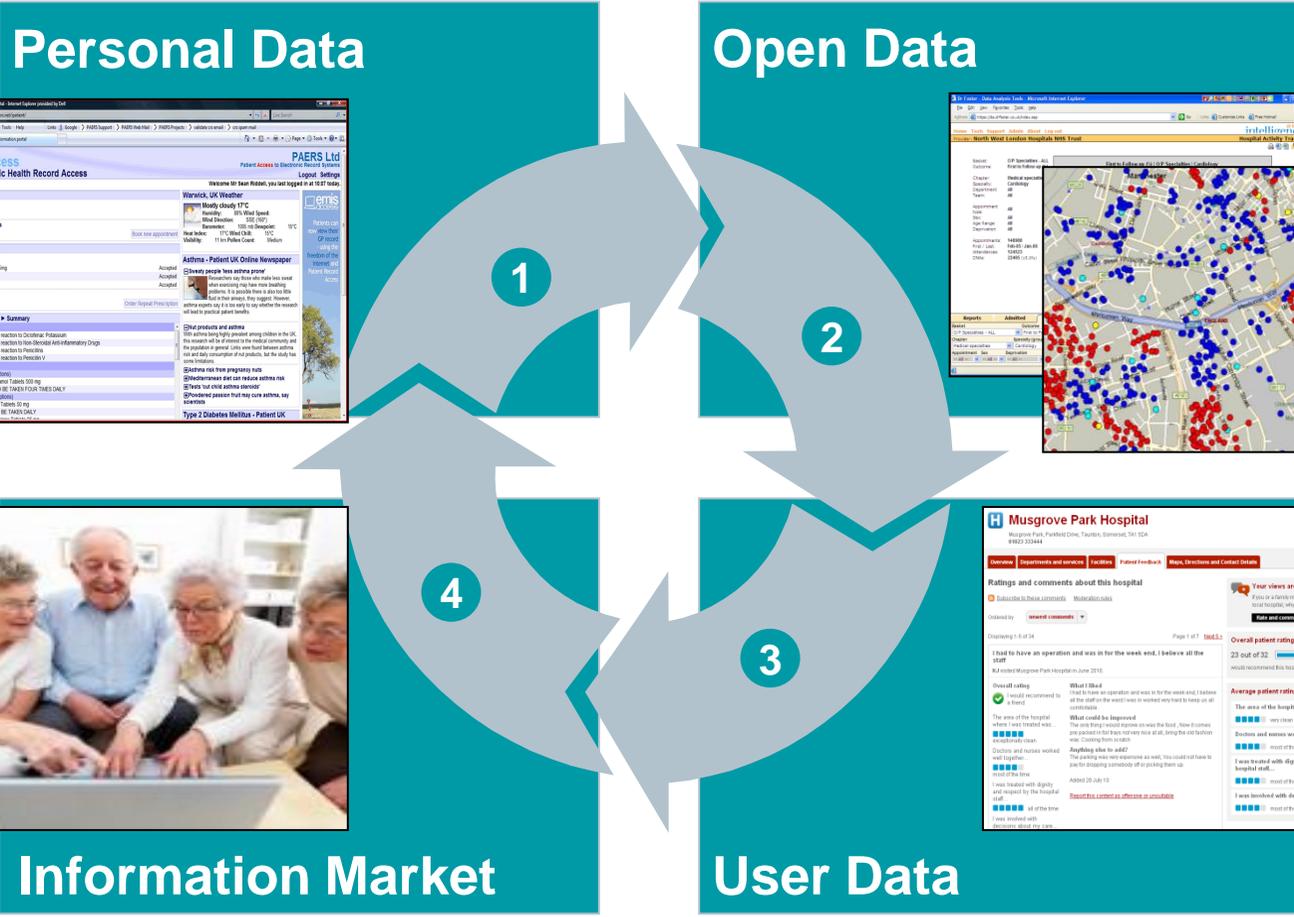
- Launched in the US in 1994 and in the UK in 1998
- Now >22M adult users (>50% of computer users)

The logo for Cahoot, featuring the word "cahoot" in a lowercase, rounded, purple font.The logo for RBS, featuring a blue sunburst icon to the left of the letters "RBS" in a bold, blue, sans-serif font.

## Consumer applications offered with digital banking

- ACCESS TO RECORDS
  - Online banking offers access to personal bank account applications in a secure environment
  - Healthcare equivalent: access to the medical record
- ABILITY TO TRANSACT
  - Customers pay bills and receive payments
  - Healthcare equivalent: ability to receive test results
- ABILITY TO BOOK APPOINTMENTS
  - Online banks offer real time facilities to book meetings and calls with advisers

# We need a Transparency revolution in healthcare!



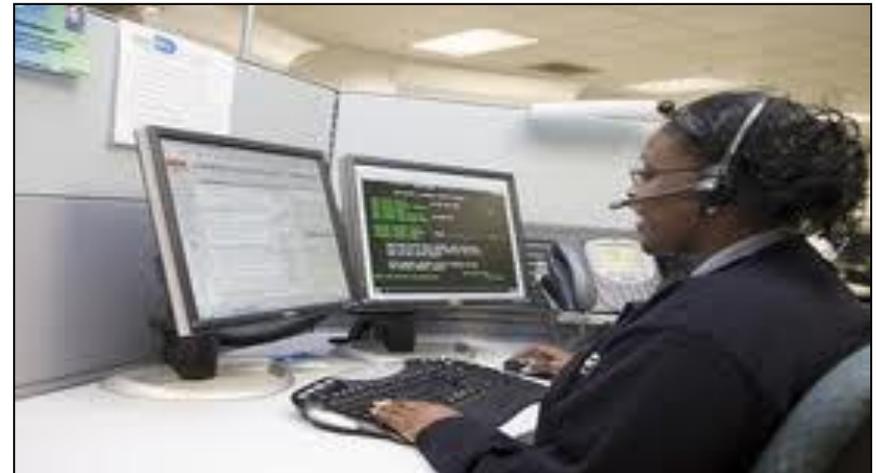
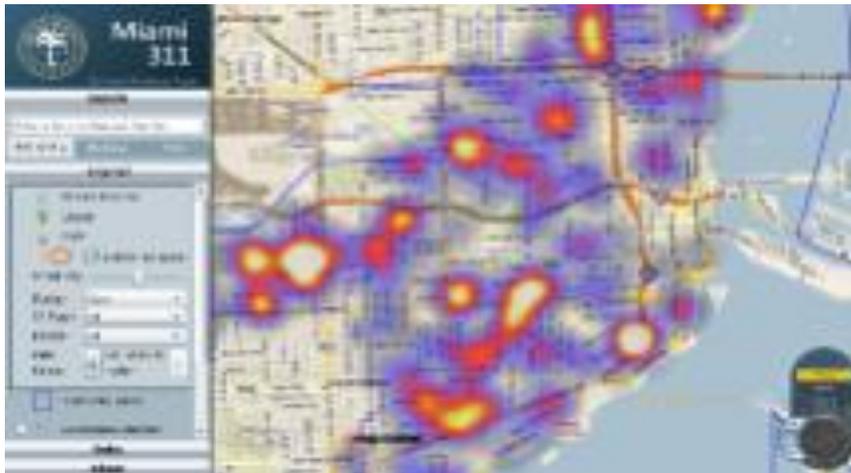
Working Draft - Last Modified 14/11/2011 13:08:07 Printed

# Miami 311 – dynamic information marketplace of the future



*Miami Dade provides real time online data on 4,500 non-emergency services, like refuse collection, to drive customer satisfaction, productivity and service quality.*

*It took 2 people 8 days to produce the app with no up-front costs*



# The Future is Open: NHS London and GLA launch unprecedented new primary care initiative

Easy search tool to find local doctor (with filter for selecting extra services required)

Quality and service performance data which is relevant for patients

Information about local patient groups and disease-specific events

Working Draft - Last Modified 14/11/2011 13:08:07 Printed

# Open Britain: driving social and economic benefit across the NHS



World first: Integrated patient data

World first: Online patient record access

World first: Clinical audit transparency

