

NEWS RELEASE

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World-leading Commissioning Simulation provides training support to PCTs

LONDON, UK – 26 March 2008 Humana Europe have today launched the Commissioning Simulator, an innovative computer-based simulation programme designed to help NHS staff practice commissioning skills in a risk-free environment.

The project, developed in partnership with Swedish-based BTS, the world leader in customised business simulations, is an experience-based training exercise that allows staff from across primary care to inform their understanding of the local healthcare landscape and increase their confidence in making important decisions about the coordination and financial management of primary care services.

The Commissioning Simulator, which is part of the Commissioning Institute, was enthusiastically received following an initial pilot at Gloucestershire PCT. The platform, an interactive and multi-faceted programme, is intelligently designed to replicate the conditions and variables of commissioning and maps the implications and outcomes of decisions in a simulated world.

Reflecting on her experience of the Commissioning Simulator, **Sara Truelove**, Director of Finance at Gloucestershire PCT said: “It has given us increased confidence to be more innovative when we go back into the workplace.”

Commenting on the Simulator, which is designed for all primary care staff, including those with little or no previous experience of commissioning, Director **David Goldberg** said, “The Commissioning Simulator enables stakeholders in a local health economy to collectively address how to improve the health of their population. The learning and relationship building transcends the simulation experience and can affect how commissioning is conducted in the long term.”

BTS Executive Vice President **Rommin Adl** added, “Humana and BTS have harnessed a powerful simulation to help local NHS organisations in England experience the impact of their commissioning activities, not only on their finances, but more importantly, on public health, on public satisfaction with healthcare services and on the equalities of the system.”

The Commissioning Simulator is to be implemented across the UK over the coming months.

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Notes to editors:

1. The Commissioning Simulator was launched on 26th March 2008 by Humana Europe and BTS. The first Commissioning Simulator workshop took place at Gloucestershire PCT on 25th and 26th February. Four teams of seven people worked for two days on a series of scenarios and predictive modelling tasks replicating the construction of a commissioning strategy over a three-year business cycle. Challenges included managing healthcare pathways, reducing obesity and improving mental health, with limited funds and time. Further information can be found at www.commissioning-simulator.co.uk.

2. The Commissioning Institute is an independent training and networking centre designed to promote learning and the sharing of effective practices in the commissioning of health and social services. An independent not-for-profit organisation with its own governance and technical advisory boards, The Commissioning Institute will oversee five work programmes: the PBC Academy,

the Commissioning Training Institute, the Commissioning Simulator, The Commissioning Circle, and Commissioning for Quality. Further information can be found at www.commissioning-institute.co.uk .

3. Humana Europe is a provider of integrated commissioning services and support to NHS Primary Care Trusts. Headquartered in London, they are a wholly-owned subsidiary of the US-based Humana Inc, one of the largest health benefits companies in the world with more than 11 million members and 22,000 employees. They are a clinician-led organisation with expertise in health service design, data and knowledge management, contracting, performance management, communications and engagement, and motivational programmes that promote healthy behaviour. Humana has a 46-year legacy of excellence and achievement in healthcare with a history of embracing innovative change. They are recognised as a leader in world class commissioning and engaging individuals in their own health. Further information can be found at www.humana.co.uk

4. BTS partners with leading companies to accelerate change and improve business results. They are the world leader in customised business simulations and other discovery learning solutions that enable leading corporations to change, grow and succeed. BTS adds value to their clients through three practice areas: Strategic Alignment & Business Acumen, Leadership & Management, and Sales. They have strong capability in Operational Excellence & Project Management and offer an innovative Engage for Change process. With over \$80 million in revenues, BTS has 250 highly talented employees supporting 400 clients. BTS clients include 40 of the Fortune 100 and 25 of the Global Fortune 100 world's largest corporations. Select clients include AT&T, Ericsson, Humana, Kimberly-Clark, Nokia, Sony, Toyota, Unilever and Xerox. They serve their clients from the following global locations: Stockholm, New York, London, Singapore, San Francisco, Johannesburg, Philadelphia, Melbourne, Stamford, Brussels, Chicago, Helsinki, Sydney, Beijing, Madrid, Bilbao, and Oslo. BTS is a public company listed on the Swedish Stock Exchange and trades under the symbol BTS B. Further information can be found at www.bts.com.