

Humana and RDMH

Working Together to Create Better Mental Health Commissioning

About us

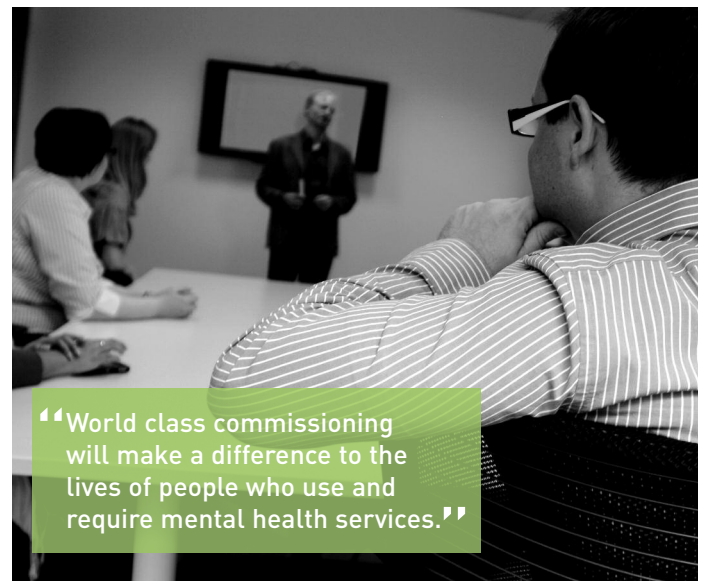
Humana Europe delivers expert commissioning services and support to the NHS. We are recognised as leaders in designing, developing and implementing innovative programmes, tools and solutions to support Primary Care Trusts (PCTs) to commission care in line with the health needs of their local populations. Our services deliver demonstrable improvements in patient care and experience as well as cost efficiencies which enable commissioners to divert savings into priority areas.

Humana Europe is a wholly-owned subsidiary of Humana Inc, one of the largest health benefits companies in the US with more than 10 million customers and 28,000 employees. Humana Inc has a 48-year legacy of excellence and achievement in healthcare, and is recognised as an industry-leading innovator with its consumer-driven approach to engaging individuals in their own health.

Our key partner for the design and delivery of mental health commissioning services is RDMH (Research and Development in Mental Health). Our partnership combines Humana's extensive commissioning experience with RDMH's wide-ranging expertise in mental health. RDMH is well versed in national mental health policy and has a successful track record in working with the NHS, Social Care and Third Sector. RDMH developed out of the Sainsbury Centre for Mental Health and builds on the Centre's experience and value base.

What we do

We specialise in working with our clients to support them to become better commissioners, providing tools and skills and dedicated mental health expertise to assess the mental health commissioning system against world class commissioning competencies and industry best practice. We produce a detailed statement of where commissioning works well and where it needs to improve. We can then work with you to support the improvements that you want to make. This is in the form of bespoke consultancy working with our experienced team of professionals.



“World class commissioning will make a difference to the lives of people who use and require mental health services.”

All of the work that we have undertaken with clients builds on the ethos of engaging stakeholders including service users and carers, listening to how they perceive services and identifying where improvements can be made.

Specific products and services include the following:

Health Needs Assessment – we will work with you to produce a Mental Health specific Joint Strategic Needs Assessment, enabling you to make informed commissioning decisions.

System Diagnostics – commissioners need to understand how well mental health services operate and whether this meets local needs and is in line with best practice. We will undertake a diagnostic review of the service system and propose improvements.

Value for Money Review – commissioners need to understand how well the mental health resource is used, what it buys and for whom. We will review the use of resources and produce a fully evidenced plan for improved cost-effectiveness. We will also develop workforce plans based on a review of workforce capacity and capability and an analysis of demand and supply.

Service Development and Commissioning Strategies – building on a needs assessment and review of mental health services, we will engage stakeholders and lead the development of a service and commissioning strategy that meets national policy, evidenced-based best practice, and local resource opportunities/constraints.

Commissioning Arrangements – joint commissioning and collaborative approaches across PCTs are increasingly utilised for effective whole system commissioning. We will undertake a review of commissioning and governance arrangements and help design and implement a system that is fit for purpose.

Commissioning Tools and Processes – we can support you to make the most effective use of the full range of commissioning tools, including care pathway review, service specifications, payment for quality and outcomes, contracting, payment by results, utilisation management and claims management.

Commissioner Development – commissioners sometimes feel unsure they have the subject matter expertise to challenge their providers or the skills to practice world class commissioning. We can provide learning sets and dedicated coaching time to improve commissioning skills and strengthen local team-working.

Mental Wellbeing – we will provide advice and work with you to develop mental health promotion and prevention strategies. We also provide innovative health and wellness programmes that engage people in their own health and facilitate behaviour change, as well as a full social marketing service.

Practice Based Commissioning – the NHS Alliance / Humana PBC Academy will provide training and support for the development of Practice Based Commissioning, and Humana's Commissioning Institute provides developmental Simulator exercises for World Class Commissioning and PBC.

What do our clients say about us?

“Your support in reviewing our commissioning and governance arrangements for mental health has enabled us to renew relationships with key partners and determine a collaborative way forward.”

Lynelle Hales
Director of Strategic Commissioning
South West Essex Teaching PCT

“Your in-depth knowledge and understanding of mental health services is proving most valuable in developing an evidence base to inform our joint commissioning priorities and processes.”

Dr. Adrian Phillips
Director of Public Health
Wolverhampton City PCT

“Your collaborative approach helped us to develop more constructive relationships with stakeholders and produce an effective commissioning framework.”

Paul Maubach
Director of Strategy & Commissioning
NHS Warwickshire

Contact us

Andrew Casey
Director of Mental Health
acasey@humana.co.uk
Mobile 07825 189751
Tel 020 3004 3200

Sheila Mughal
Business Development Manager
smughal@humana.co.uk
Mobile 07825 189769
Tel 020 3004 3200