Excellence in Healthcare Management
King’s opened in 1840 and moved to Denmark Hill, just south of the Thames in 1913. There has been much redevelopment of this site, with the newest wing opened in 2003 by HM The Queen.

The Hospital became a NHS Foundation Trust in December 2006. This new legal status gives greater freedom to run our own affairs and more formal links with our patient and staff communities.

In 2009, King’s was a founder member of King’s Health Partners (KHP), a pioneering collaboration between King’s College London as one of the world’s leading research led universities, and three of London’s most successful NHS Foundation Trusts to form an Academic Health Sciences Centre.

Some facts about King’s:
- Annual turnover of $1 billion
- Workforce 7,500
- 1,000 beds
- Over 1 million patient contacts a year
- Planned acquisition of a large acute hospital

Kings College Hospital Management Ltd

KCH Management Ltd is the commercial consultancy, marketing and business development company of King’s College Hospital and provides healthcare expertise both in the UK and internationally to Government bodies and the private sector in the following areas:
- Patient Services - Referral & Management
- Management & Consultancy Services
- Commissioning & Development of Hospitals & Clinical Units
- Education & Training
- Clinical Services Collaboration
- Administration & Management of Hospitals & Clinical Units
- Clinical Governance

King’s College Hospital is one of London’s largest and busiest teaching hospitals, with a unique profile of strong local services and specialty areas.
Some of our specialty areas include:
- Liver (largest transplantation centre in Europe)
- Haematology (world-renowned expertise)
- Fetal medicine
- Neurosciences
- 1 of 3 major trauma centres in London
- UK’s leading speciality stroke centre
- Cardiac services

Management & Consultancy Services
- Strategic Service Planning and Review
- Human Resources Planning and Development
- Feasibility Studies
- Business Planning
- Organisation Development and Change Management
- Facility & Equipment Planning
- Performance and Quality Management
Commissioning & Development of Hospitals & Clinical Units

King’s has extensive experience in project management across a wide range of clinical disciplines, financial and administration management and resource management. Projects undertaken by King’s recently include:

- Commissioning and opening of the 20,000m² Golden Jubilee Wing at a cost of £60m
- Commissioning and replacement of combined heat, power and cooling plant reducing carbon emissions by 10%
- Contracting with purchasers to the value of £566m
- Re-design of clinical services in stroke and rehabilitation
- Refurbishment and reconfiguration of children’s wards and the private patient unit

Education & Training

Our goals in education and training are to:

- Provide world-class, innovative education and training in a wide range of health disciplines
- Create a culture in which learning is informed by research and is at the centre of clinical practice
- Give opportunities for training and development to the entire workforce
- Identify, nurture and train the future leaders of the healthcare professions
- Give opportunities to students who have the talent, but not necessarily the educational qualifications or social advantages, to pursue careers in medicine, nursing and other healthcare disciplines

We are the major provider of healthcare training and education in the UK, providing 9,500 undergraduates and post-graduates and all our staff the highest quality education and training every year. We offer undergraduate and postgraduate programmes in medicine, dentistry, physiotherapy, nutrition and dietetics, psychology, nursing, midwifery and pharmacy, and we also train dental nurses and dental hygienists/therapists.
King’s College Hospital is one of the leading NHS Foundation Trusts in the UK and King’s College London is one of the top 25 universities in the world.

- King’s regularly receives top ratings for both clinical performance and management. It has been the recipient of many awards and accreditations for its management processes and systems. King’s has a hard earned reputation for the efficient management of its services which has been recognised by both official quality ratings from regulatory bodies as well as awards from independent review organisations.
- As an Academic Teaching Hospital, we are at the forefront of research and development in healthcare management as well as clinical services.
Clinical Services Collaboration

King’s is well placed to provide significant levels of clinical support and expertise to our partners in the following areas:

- Providing expert second opinions, if required, both from surgeons and radiologists as to the most appropriate treatment plan.
- Training attachments in London to allow internationally based clinicians to extend their skill set and experience either generally or in more specific areas such as laparoscopic surgery.
- Visiting sessions from King’s consultants either to undertake ‘masterclass’ procedures or for longer assignments to assist in establishing and embedding clinical pathways.
- Visits to and by Consultants / Professionals.
- Transfer of Healthcare knowledge through exchange of policies, plans, procedures, protocols, articles, documents, etc. in clinical as well as managerial fields.

As part of an Academic Health Sciences Centre, King’s is extremely keen in establishing research links with high quality institutions throughout the world. We believe that such linkages provide extensive research collaboration opportunities.

King’s@ Programme

King’s has extensive relationships with other organisations both in the form of direct management of facilities, indirect quality control and mentoring and collaboration and training arrangements.

External management is overseen by the successful King’s@ programme. The ethos of this programme is that the patient experience in terms of quality, outcome and management will be the same regardless of whether it occurs on the main King’s site or in one of our externally managed facilities.

The King’s@ programme runs facilities either directly under the King’s brand or as a subset of the host organisation. In the UK, for example, King’s@ facilities run at locations in Bromley, Sydenham, Dartford, Lewisham and Medway. Sub branded facilities exist through our hub and spoke model at hospitals throughout South East England.

An international example of this is our fetal medicine clinic in Burjeel Hospital, Abu Dhabi which is based on our model at King’s. Conveniently located on Al Najda Street, Burjeel Hospital is the first Private Tertiary hospital to be opened under the auspices of the new standards put in place by the Health Authority of Abu Dhabi (HAAD). Equipped with the best and the most advanced facilities in treatment, equipment and diagnosis, and with a team of renowned specialists and medical personnel at the helm, Burjeel Hospital is poised to usher in a new era in healthcare in the UAE.
Administration & Management of Hospitals & Clinical Units

As an Academic Teaching Hospital, we are at the forefront of research and development in healthcare management as well as clinical services.

Our performance management structure and systems is regarded as being a ‘best of breed’ system throughout the NHS. It emphasises local autonomy to make decisions with corporate visibility and control over resource usage and outcomes.

King’s has been designated a Patient Safety and Quality Research Centre. One of two nationally-designated PSSQ Centres funded as part of the Government’s ‘Best Research for Best Health’ strategy. Its aim is to develop and test interventions to improve quality and safety. Research findings from these programmes feed directly into improving the overall management processes for King’s and its associated hospitals.

King’s is one of only three major Trauma Centres as well as a Hyper Acute Stroke Centre. These designations are recognition both of the quality of clinical services and the ability of the Trust’s management to ensure that systems and processes are robust enough to deal with unforeseen events such as may be encountered in major incidents.

King’s is an international leader in performance management of its operations. Its suite of web based tools are now utilised by other healthcare organisations both in the UK and internationally. These tools ensure that the hospital is running to maximum efficiency at the lowest possible costs but that the quality is maintained at the highest level. Electronic visual management systems are used throughout the hospital to ensure that managers can monitor what is happening right down to patient level when they are in the hospital or are off site.

Performance Management

King’s has a long history of IT development and is one of the first hospitals in the UK to have an Electronic Patient Record. We have a large team of clinical analysts and software developers in house, a wholly owned healthcare software IT company, Agnentis Limited, as well as joint development agreements with a number of multinational companies such as CACI, iSoft and McKesson.

We have developed our own Performance Management system at King’s by Agnentis in collaboration with B-Plan Information Systems, this system is in use at all King’s Health Partners facilities. It allows the automated collection of relevant performance data to be displayed as a ‘Balanced Scorecard’. This is available across the Internet, allowing senior managers in the corporate offices to review overall performance and to drill down to problem areas.
“Our challenge is to make full use of our potential to revolutionise the way that healthcare is designed and delivered, both for the people we serve locally and the wider world.”

Professor Sir Robert Lechler, Executive Director, King’s Health Partners
Clinical Governance

Clinical Governance is the framework through which King’s is accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

The executive medical director leads clinical governance at King’s, but the Chief Executive remains accountable for its delivery. Each care group has appointed a clinical governance lead, responsible for ensuring that there are effective mechanisms for implementing and monitoring clinical governance locally.

International Projects

United Arab Emirates

Shining Towers, Abu Dhabi

We are establishing a day case outpatient based clinic in Abu Dhabi, in partnership with a local Paediatric Gastroenterologist who has existing referral links with the Hepatology team at King’s.

Initially, the proposal was for King’s to provide clinician support in specialist areas such as Hepatology. In the course of discussions it became apparent that there was an opportunity for wider KCH involvement in the project and to extend the range of specialties.

The service proposition for the Centre is to focus on specialities where there is an identified need in Abu Dhabi and which can be performed safely in an ambulatory setting. Backup arrangements will be established with a local emergency department in the rare event that a patient’s condition requires an inpatient stay.

- State of the art endoscopy unit (adult & children)
- Internal medicine clinics (adult & children)
- X-Ray & Ultrasound
- Simple laboratory
- Obstetrics and Gynaecology scanning

Burjeel Hospital, Abu Dhabi

We are setting up a Fetal Medicine Clinic in Burjeel Hospital based on our existing world renowned model at King’s.

The Harris Birthright Centre at King’s is a leading clinical unit and research centre for the assessment and treatment of unborn babies, caring for more than 10,000 patients each year.
Kingdom of Saudi Arabia

Training & Education

King’s has developed a nurse education programme with King Fahad Medical City to train Saudi nurses in the UK to attain BSc (Hons) in nursing studies. The course syllabus has been approved and final accreditation and approval to commence delivery of the programme is expected shortly. The programme includes a 3 year bridging/top-up degree for nurses with diplomas and a 4 year degree for unqualified nurses. As part of the programme King’s is able to offer English language training delivered either in Saudi Arabia or the U.K. A key component of the degree is that work placements at U.K teaching hospitals will make up 50 per cent of the degree.

The programme can be adapted to meet the requirements of other Gulf States.

Management Consultancy

King’s contracted with the FAS Saudi Holding Co to produce a detailed feasibility report on the building, commissioning and operation of a private hospital in Riyadh and is currently negotiating with other organisations to provide similar services.

King’s has a collaborative agreement with Dallah Hospital and is undertaking a feasibility study into the viability of development homecare services in the Kingdom.

King’s has the support of the Saudi Ministry of Health to introduce its performance management system (Veritas) into MoH hospitals across the Kingdom.

Cyprus

Clinical Collaboration

King’s has an agreement with Archbishop Makarios III Hospital in Nicosia, Cyprus to establish and develop paediatric gastroenterology, hepatology and nutritional services of international quality and standing. Progress to date includes:

- Establishing specialist hepatology & gastroenterology clinics lead by King’s clinicians
- Training of local lead paediatricians and other clinicians to co-ordinate care

Other international activity includes:

- Somaliland where King’s undertakes healthcare management and development under a grant made by the European Union
“I am excited by the opportunity before us. Our consortium members are high quality organisations who believe in the benefits of partnership. The countries of the Gulf Region can depend on us using our own separate and complimentary capabilities, to enable them to continue on their journeys to sustainable and excellent healthcare.”

Tim Smart CEO King’s College Hospital NHS Foundation Trust