Compliance. Performance. Insight.

NHS Care Quality: Ensuring Transparency

*The **Assured Compliance** software service enables NHS Care Services to capture, manage and report across quality requirements within and between operating units, enabling objective, accountable and evidenced measurement of quality. The simple to use interface enables staff and patients to use the service to report their responses. The collection and management of information is handled automatically; enabling simple reporting from organisation down to individual patient responses.*

The Francis and Berwick reports into patient safety both placed great significance upon NHS organisations ensuring transparency in the reporting of patient quality and safety data and in demonstrating evidence of compliance against key indicators. There is an expectation that the real-time reporting of clinical team performance against a set of fundamental standards will provide early warning signals of any emerging potential problems.

Assured Compliance enables a quality monitoring and risk management system for all processes of care at the point of delivery, and validates adherence to standards. Too often processes are ad hoc; paper- or spreadsheet-based and are not current or readily auditable on demand.

Solution Outline

Case Study: Southern Health NHS Foundation Trust

Southern Health deployed the Assured Compliance solution to deliver an online Clinical Walk Round Assessment and daily Situation Reporting (SITREP) to assure nursing resourcing plans, support front line staff, and manage corrective action plans. This programme is supported by an award from the NHS England Nursing Technology Fund; established to make better use of digital technology in all care settings, supporting nurses, midwives and health visitors to deliver safer, more effective and more efficient care.
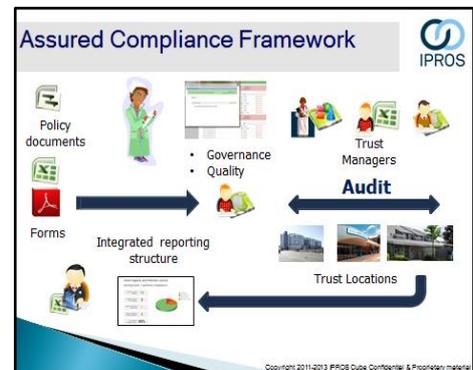
The project provides a close fit to the organisational clinical strategy which provides a focus upon ensuring transparency in the reporting of patient quality and safety data and evidence of compliance against key indicators.

Assured Compliance supports nursing staff in the recording and monitoring of ward and team information. Assessed against Care Quality Commission (CQC) standards, nursing staff access a personal computer or tablet to complete the information required. This then generates Trust assurance that these standards are being met; "from Board to Ward".

Nursing Leaders

Nursing leadership is fundamental to this project. At project level the operational team is led by the Heads of Nursing from core service areas. In conjunction with the Head of Information Services this group steered the piloting of the toolset across five service areas, established a set of evaluation criteria used to assess the outcome of the pilot study and support the programme rollout and benefits realisation.

Key Factors

Prior to this deployment, information was completed by front line staff using spreadsheet templates, before being collated on a monthly basis. There were a number of recognised weaknesses in this approach. These were crucial in specifying key requirements and some of the factors in selecting Assured Compliance to meet them. The toolset was successfully piloted in several different clinical service areas and proved to be flexible, easy to use, and popular with nursing staff. Crucially, the selection process found this solution to:

*"The Trust is really pleased to be supporting the introduction of this new tool. We now also have the opportunity to introduce the use of tablets into clinical settings and explore the potential for their use in further clinical projects. Working with the clinical teams and nurse managers we have a pro-active tool that supports staff to maintain compliance of quality standards for patients." **Simon Beaumont, Head of Information***

- Allow in-house tailoring of the assessment questions and criteria at a service level;
- Automate the data processing and provide real-time analytical reporting;
- Provide action plans that can generate alerts to raise awareness of non-compliance;
- Track actions through to resolution providing assurance to senior managers that compliance has been achieved;
- Allow the recording of daily nursing staff levels and skill-mix by location;
- Enable the use of multiple devices, including data tablets, for data entry.

Transparent and Auditable

The Assured Compliance system automatically requests information on key compliance and performance activities from the responsible services on a daily, weekly, monthly or quarterly basis, flexibly on requirement, and applies the level of verification needed, enabling a full audit trail and actions tracking.

IPROS CUBE
Assured Compliance

Contact us:

IPROS CUBE Limited
Surrey Technology Centre
40 Occam Road
Guildford   GU2 7YG U.K.

T.   +44 (0)1483 688 000

E.   info@iproscube.com

        @IPROSCUBE

www.iproscube.com