

**Ensuring transparency on
the Ward.**

**Assuring patient safety
and high quality care.**

Simon Beaumont, SHFT Head of Information



Background to SHFT

Mental Health, LD and Community FT

Simple to use software platform for operational activity, patient experience, compliance and risk reporting:

- Employs over 8,000 staff
- Provides services out of over 200 buildings
- Across 5 counties
- Delivering over 85,000 clinical interventions a month
- To over 50,000 patients per month

IPROS CUBE

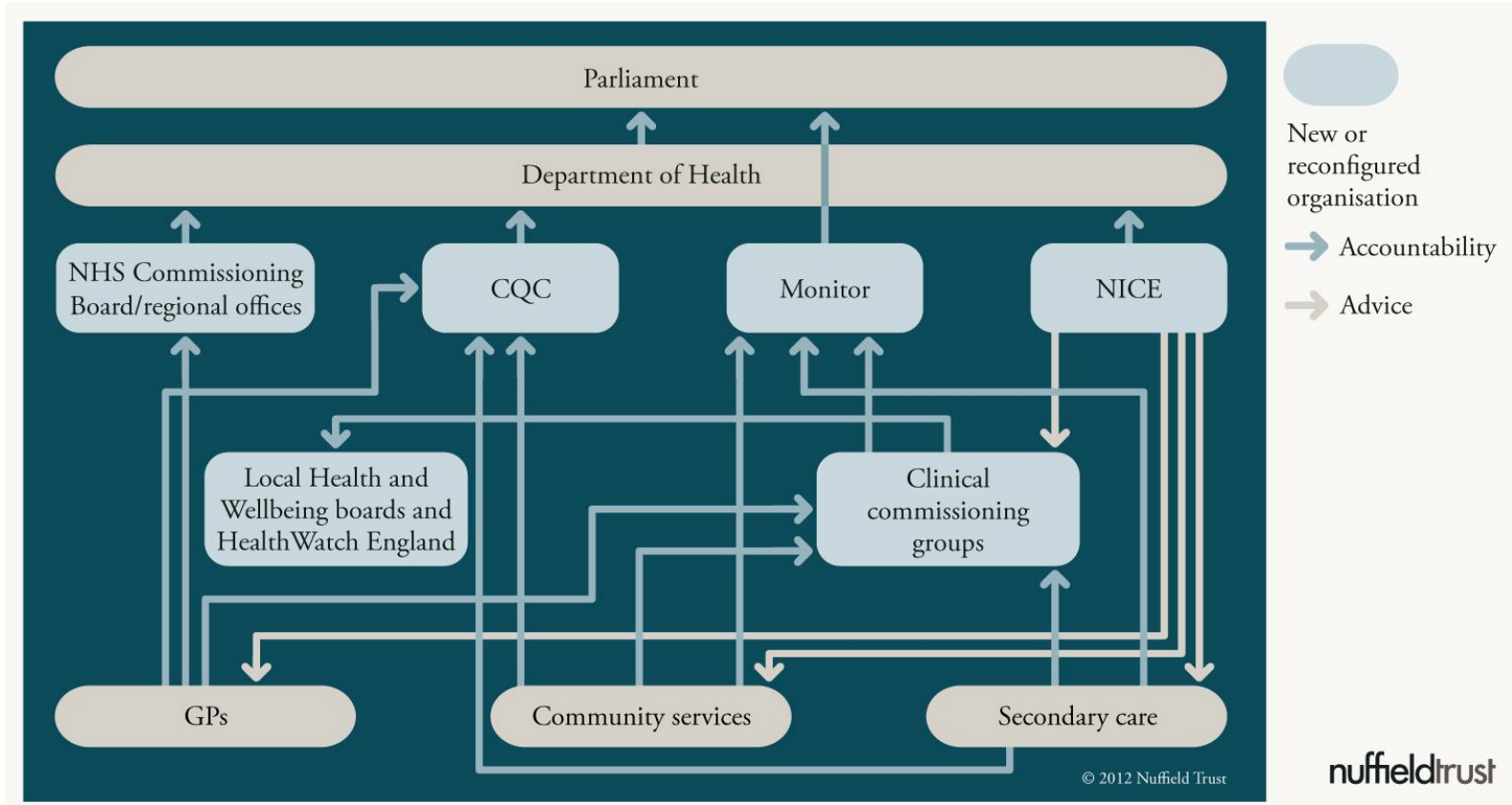
What is assured compliance?

Simple to use software platform for operational activity, patient experience, compliance and risk reporting:

- Improving information flow & accountability
- Tracking actions & delivery
- Reducing admin overhead costs
- Immediate view of performance & quality
- Managing and Reducing risks

Why did we need assurance?

National picture



It's complicated.....

Why did we need assurance?

National picture – An inspector calls

- Regulatory environment is placing more demands on NHS operations
- Massive increase in oversight over the past 2 years
- Well-publicised incidents making transparency vital
- Cost of compliance grows as reporting duplicates
- Paper-based systems not scalable
- Efficiency savings and re-design
- Major political focus

Patients' views at heart of hospital inspections plan, says care regulator
Views of people who use services will play key role in deciding which hospitals to inspect, CQC proposes

Press Association
theguardian.com, Monday 17 June
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CQC: NHS has to be accountable, says Jeremy Hunt

20 June 2013 Last updated at 14:08 BST

Health Secretary Jeremy Hunt has said he is pleased that the Care Quality Commission will reveal who was involved in a cover-up at the health watchdog.

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Five more GP practices face closure by the CQC

Why did we need assurance?

Southern Health – Provider perspective

- Cost Improvement – Quality impact needs to be continuously monitored
- Quality standards – Gaining regular assurance without needing an army of assessors; i.e. embedding CQC methodology into business as usual
- Proactively identify risk and take effective actions
- Integrated analysis of quality and risk – Adding value to governance data (incidents, risks, PALS), patient reported outcomes, patient experience, workforce data
- Support a learning culture – Being able to identify best practice at a team level and ensure this is shared

What was the solution?

Self assessment compliance at a team level

- Previously inpatient wards completed a monthly assessment within Excel



Manual process

Delays in reporting results – once a month

Learning and actions not embedded

- An online, real-time, assurance tool would reduce administrative processes, increase transparency and allow virtual assurance across all Trust clinical services on a regular basis

What was the solution?

Nurse tech funding and procurement

- Successful application made to the 1st round of the nurse tech fund
- Funding allowed for the purchase of underlying technical platform and assurance software
- 3 year contract awarded to **IPROS CUBE**
- Contract allowed for all clinical services to have access to an assurance tool, not just inpatient wards

What was the solution?

IPROS CUBE assurance tool - Technology

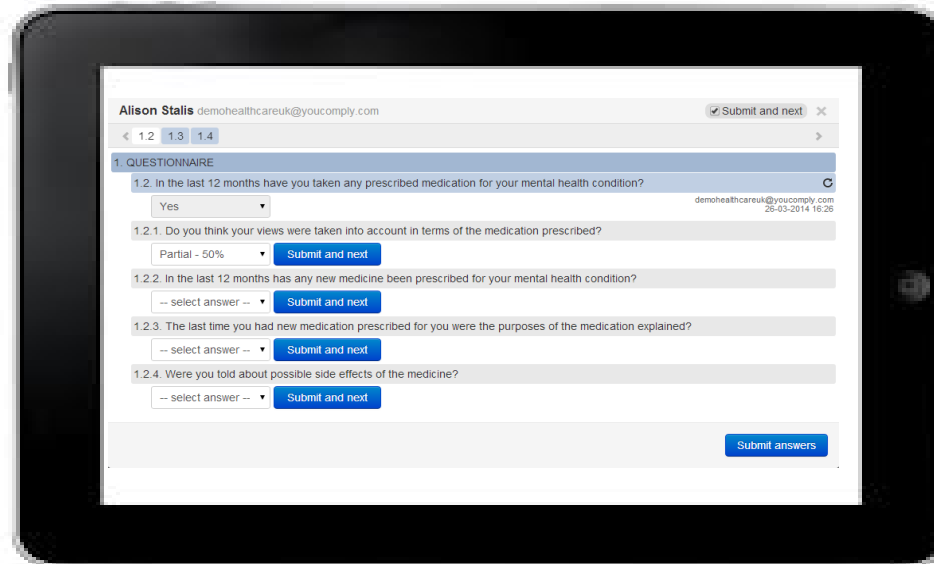
- 🔄 iPads purchased for every inpatient ward to enable real-time completion of assurance tool



What was the solution?

IPROS CUBE assurance tool – Tailored content

- Assurance tools are tailored by division and service line
- Questions are linked to users
- Data validation at the point of data entry



Alison Stalls demohealthcareuk@youcomply.com Submit and next X

< 1.2 1.3 1.4 >

1 QUESTIONNAIRE

1.2. In the last 12 months have you taken any prescribed medication for your mental health condition? demohealthcareuk@youcomply.com 26-03-2014 16:26

1.2.1. Do you think your views were taken into account in terms of the medication prescribed?

1.2.2. In the last 12 months has any new medicine been prescribed for your mental health condition?

1.2.3. The last time you had new medication prescribed for you were the purposes of the medication explained?

1.2.4. Were you told about possible side effects of the medicine?

What was the solution?

IPROS CUBE assurance tool – Action tracking

⇒ **Assurance** is more than just self assessment

⇒ Also captures actions to ensure learning and facilitating continuous improvements



What was the solution?

IPROS CUBE assurance tool - Reporting

 Real time reporting

 Integration with Trust Data Warehouse



What was the solution?

Southern Health – Approach

- ⇒ Exec sponsor – Director of Nursing
- ⇒ Clinical project leads – Associate Director for Nursing and AHP
- ⇒ Implementation facilitation - Trust Information Department
- ⇒ Business Analyst liaised with each clinical service line (Mental Health, Learning Disabilities, Older Persons Mental Health and Community Hospitals) to identify content, ensuring it is relevant to both the clinician and the Trust
- ⇒ **IPROS CUBE** closely supported the development of each clinical service line's assurance tool; worked with the Trust to embed knowledge within the Trust Systems Support Team = Sustainable approach

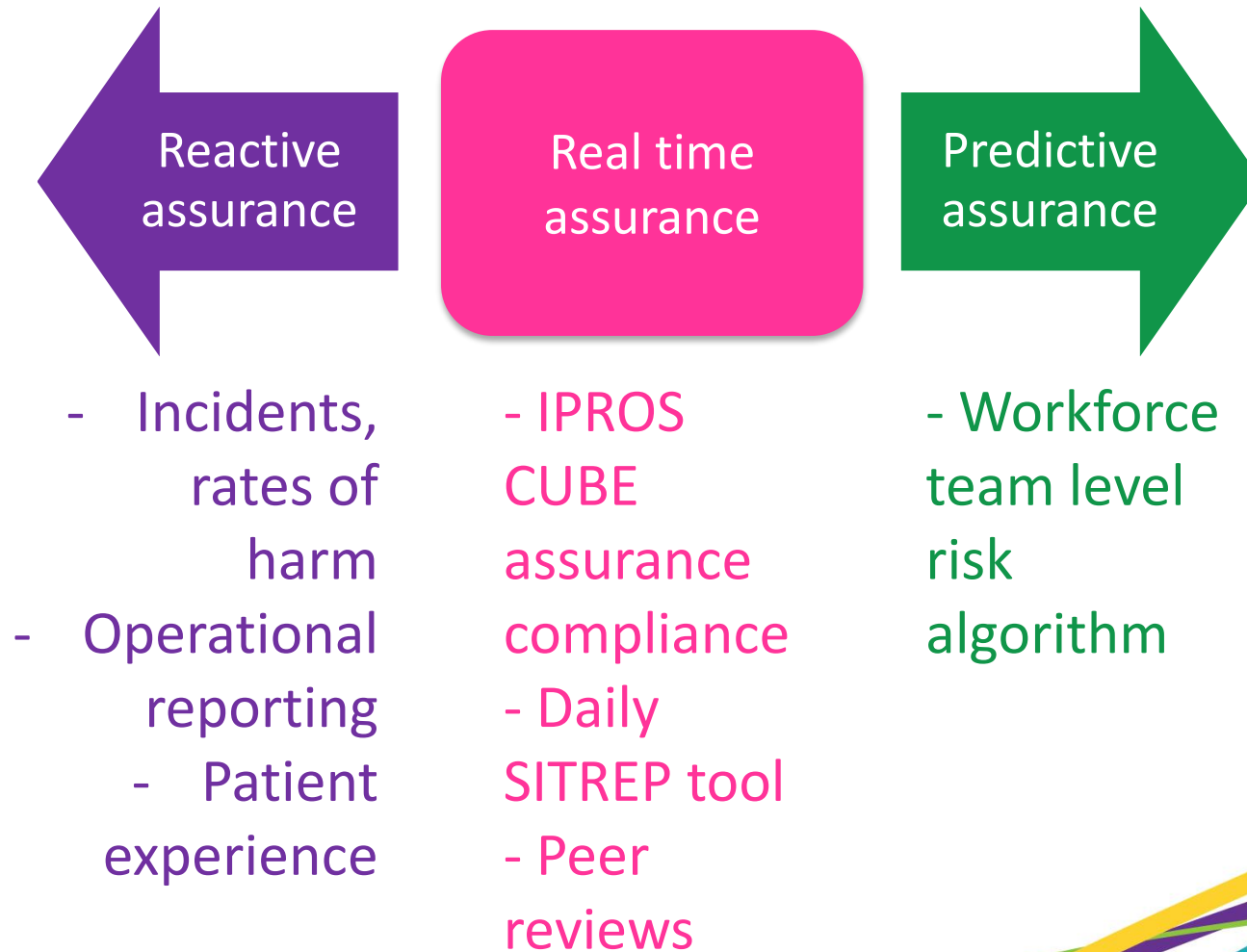
What was the solution?

Southern Health – Content

- CQC standards form a fundamental part of each clinical services assessment tool
- Local policies and procedures are then added to make the tool relevant to each clinical service
- Learning from previous incidents are built into the tool to identify shared learning and best practice adherence
- Action tracking a key part of the process – The Trust has never previously been able to achieve this in an electronic format that is embedded within a single assessment tool

Trust governance processes

Fits into a wider assurance framework



A learning culture

So what? A learning culture

- The assurance tool is not a performance or judgmental process
- Drives a support mechanism and organisational learning
- Supports peer review process



Contact

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