

PRESS RELEASE

MHA implements Assured Compliance solution for Service Quality Management *Implementation enables Continuous Performance and Quality Improvement, reducing administrative burden and the cost of compliance*

Guildford and Derby – August 29 2012 – IPROS CUBE and MHA announced today that MHA has successfully implemented the Assured Compliance solution from IPROS, enabling a clear view of all compliance metrics across the organisation and supporting the culture of excellence within MHA.

"Prior to implementing this system, producing a clear view of quality of delivery across all homes was a complex and labour-intensive task, taking several days." said Amanda Griffiths, Director of Service Improvement at MHA, "With this solution I can get an up to date view across all our homes whenever I need it." Adding that "This has enabled us to highlight potential issues in our processes and address them in order to improve the quality of outcomes for our residents. The implementation process was simple and effective, enabling us to deploy the best of our quality management processes within the system in less than a month and allowing us to adapt the system as and when we need to. "

"We have been delighted to work with Amanda's team at MHA," said Rob Anderson, Managing Director of IPROS CUBE. "Our approach of deploying the Assured Compliance solution with the customer processes driving the system is quite unique. Very often software systems require major changes in an organisation to fit the system constraints. We take the view that adapting the best of the customer's quality systems into the software is the right approach. That we have been able to do this in a few weeks, with minimal disruption to MHA operations proves the method."

IPROS' Assured Compliance solution

The IPROS CUBE: Assured Compliance template is based on the performance management solution relied on by international corporations including Allianz Worldwide Health, the Barry Group, Baxter International, Boston Scientific, Mowlam Healthcare and AIG to manage their compliance and strategic operational alignment, ensuring best value and assured compliance.

The solution provides a single reporting point for all outcome-based policy and compliance reporting and documentation, enabling healthcare businesses to assure and improve service quality and safety. The solution ensures that compliance and evidence of compliance is current and reliable across the organisation.

The benefits of ensuring that audits are comprehensive and any location can be in shape for a regulatory audit inspection are hard to quantify but invaluable. Staff can spend more time engaged with service users and less on administration. Costs of compliance and reputational risk can be markedly reduced by enabling focus on exceptions and bringing lagging units up to the standard of the best.

About IPROS CUBE

IPROS CUBE provides solutions for many aspects of business performance. IPROS is focused on enabling business people to gain insight into their business processes when and where they need it in a form they can use right away. All our business solutions are delivered on the Internet Cloud, enabling the total cost of ownership to be reduced significantly compared to alternatives.

About MHA (previously Methodist Homes)

MHA is a charity providing care, accommodation and support services for older people throughout Britain. One of the most well-established care providers in the sector and amongst the largest charities in Britain, MHA has provided services to older people for nearly 70 years.

MHA now delivers a range of high quality services to 16,000 individuals, with more than 7,000 residents in care homes or independent living accommodation.

MHA services are delivered by 7,000 dedicated staff and enhanced by the commitment of 4,000 volunteers. MHA's services are rated annually by residents in an independent survey. Over 90% of MHA care home residents would recommend their home.

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