



How can technology support continuous improvement in line with CQC standards?



The CQC's 'Celebrating Good Care, Championing Outstanding Care' report (2017) outlines that technology is influencing the way health and care services are delivered, and that future focus of the CQC will be placed on identifying where providers are successfully harnessing new technology to improve outcomes for people.

This eBook explores quality and compliance trends within health and social care and how technology can help to deliver consistency and embed a culture of good practice in your healthcare organisation.

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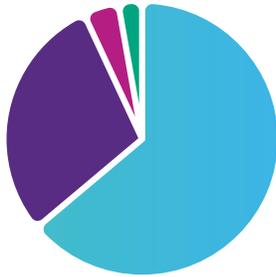
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To find out more about how Radar Healthcare can support your healthcare organisation, call **0330 223 2740** or email enquiries@radarhealthcare.com

Common Trends

We start by looking at standards of care as there are a series of common trends which demonstrate an increasing requirement for a more joined-up way of monitoring care services and evidencing improvement.



When reviewing data from recent CQC inspections*

- Only 3% of care providers achieved Outstanding
- 64% achieved Good
- 29% Require Improvement
- 4% were deemed Inadequate

In its 2017-2018 'State of Care' report, the Care Quality Commission identified the main areas that contributed to variation in quality were;

- Access to good care and support varies depending on where you live - more consistency is required.
- Quality of care can be improved by good leadership and governance.
- Capacity to meet high demand for care which continues to rise.
- People's care experiences are determined by how well different parts of local systems work together.

Extracts from CQC inspections also highlight the importance of a structured framework for employee compliance, training and personal development. Onboarding competent and trained staff and the ability to maintain and develop their skill set to deliver effective levels should be a priority for all care services.

These issues are often as a result of providers and leaders failing to check the quality of their care, seeking the views of people using the service, administering medicines safely, and making sure that staffing levels are adequate to provide care in a person-centred way.

“Patient outcomes were hard to identify as little or no reference was made to audits or quality improvements and there was no evidence that the practice was comparing its performance to others; either locally or nationally. Clinical audits did not demonstrate quality improvement.”

“There was no formal staff induction programme in place and there were training gaps in supporting them to develop their skills and knowledge.”

*stats taken from cqc.org.uk latest inspections September 2018.

This highlights how essential it is to have a systematic way to managing quality, ensuring there is a holistic approach to service improvement throughout your healthcare organisation. All too often, there is a disjointed or manual approach to monitoring quality and compliance within health and social care which can:

- Distract from the core focus of the organisation
- Deliver inconsistent results with a high risk of human error
- Be expensive
- Be cumbersome
- Limit scalability for your organisation

But with health and social care in the UK facing unprecedented financial and operational pressures and demands on an already stretched healthcare system, how can care providers deliver better levels of care and evidence quality management and service level improvement to relevant regulatory bodies?

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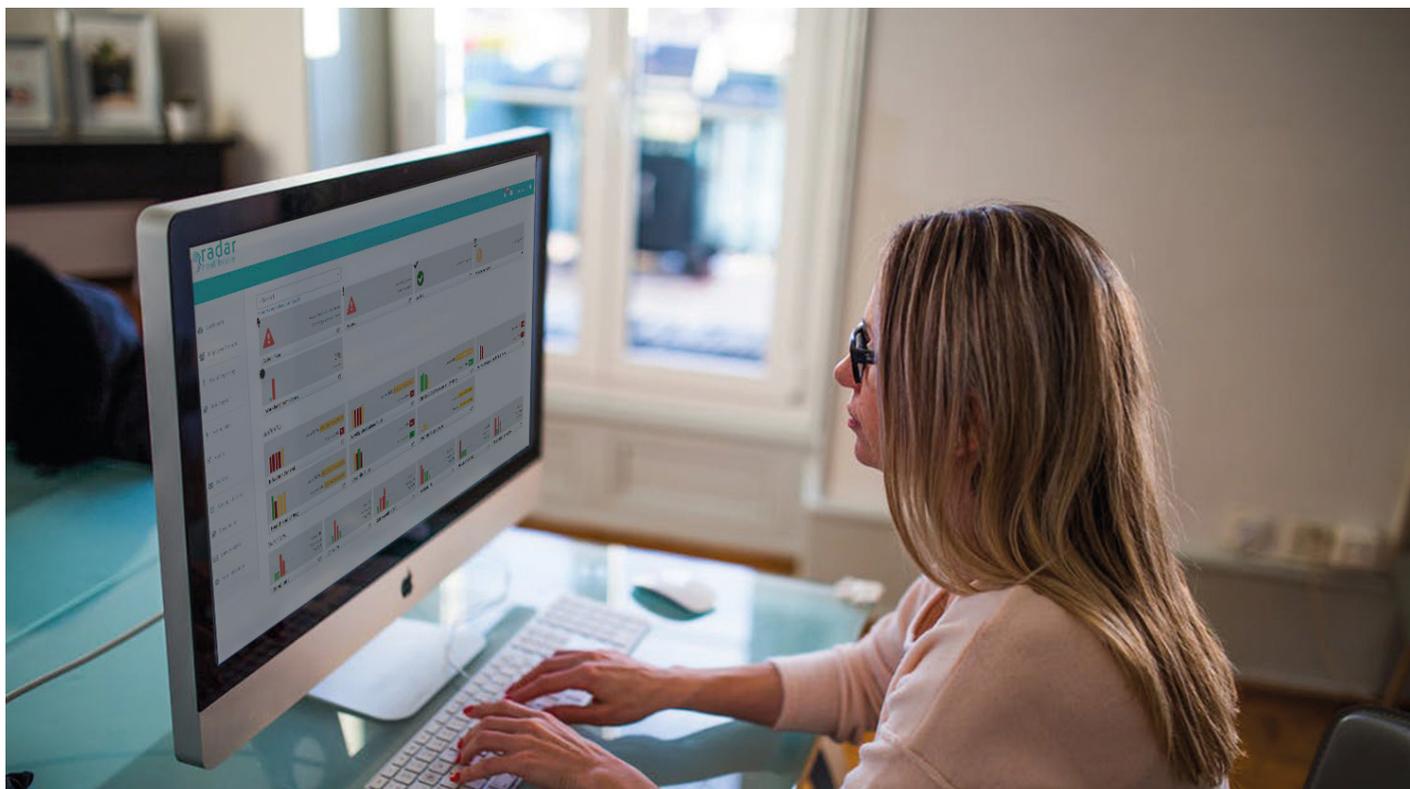
Recruitment practices were not robust and there were gaps in staff employment checks.

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The practice had a number of policies and procedures to govern activity but some of these were not accessible to staff when needed.

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Digital Transformation to Improve Quality and Compliance

As technology develops and becomes more affordable, it is no surprise to see a growth in the quality and compliance software market for the health and social care sector. And there is no shortage of evidence to demonstrate the health technology benefits for providers when technology is used effectively to support the delivery of care.



Healthcare organisations are therefore embarking on digital transformation projects to:

- Realise sustainable cost savings
- Increase productivity
- Improve data integrity
- Facilitate sharing of information between systems, organisations and people
- Keep confidential information more secure
- Support environmental policies

Common Challenges to a Digital Approach

If we take a look at common challenges to the introduction of software in a healthcare organisation, the potential benefits to both the providers and the recipients of care often outweigh the concerns.



Cost

The business case for digital adoption is a simple one to write. Whilst there is an upfront investment for the implementation of quality and compliance software - both from a monetary and time point of view - it can without a doubt enable more cost-effective service delivery long-term as it creates efficiencies within the care system.



Digital Resilience

The successful integration of any new technology into the workplace requires a highly engaged and appropriately trained workforce. It is therefore essential that digital literacy is a priority and the necessary training given to support the introduction of new software and systems. But this will only work if the software that is introduced is intuitive, has a well-designed user interface and has been developed with users in mind.



Organisational Resistance to Change

The known barriers to embracing technological changes in healthcare are exacerbated by the precedent of poor previous experience and when paired with lack of trust and fear of the pace of change, engagement can be difficult. Ensuring you take your team on the journey of introducing the system.



Software Replacing People

People are what makes the UK's health and social care system the best in the world. Rather than software 'replacing' people, it should support them to offer the most valuable commodity to this sector - time.

What is Radar Healthcare?

Radar Healthcare supports organisations across health and social care to improve quality and compliance. With an in-depth understanding of your operational challenges and by working collaboratively across all areas of healthcare, our intuitive software powers effective change.



Management of workforce training and compliance



Management and reporting of incidents and events



Document management



Business-wide audit management



Effective risk management



Action and improvement plans



Business process management

Driving improved business outcomes including:

- Self-regulation of internal and regulatory compliance
- Automated approach to standardised best practice service delivery
- Digitisation of manual process to deliver operational efficiencies
- Ability to evidence service excellence and continuous improvement
- Real-time visibility of quality and compliance status



Applying a risk-based approach to compliance, Radar Healthcare delivers holistic performance information through easy-to-understand dashboards and reports. The software captures, consolidates and automates your specific organisational processes helping you identify existing and potential non-conformances and prompting the delivery of corrective and preventive action plans against these.

This clever automation of operational and regulatory process facilitates a cycle of continuous improvement helping you to turn good practice into standardised behaviours and promote a culture of quality and compliance within your workforce. In turn, the identification of important trends helps you to accurately measure results against your quality objectives and regulatory expectations.

Radar Healthcare has been designed to support the implementation of sustainable quality improvement measures whilst ensuring compliance throughout the process. By helping you to address operational challenges and convert resulting actions into standardised behaviours, we provide effective methods and tools to monitor compliance and evidence improvements internally, to the CQC and other external regulatory bodies.



Embedding a Culture of Quality and Compliance

With an exponential rise in the use of technology in healthcare organisations, embedding a culture of quality and compliance is about more than introducing a software package, it requires the redefinition of staff roles and responsibilities and support for them to work differently, connecting organisational silos.

A systematic approach to these improvements can be delivered through standardisation of operating and quality frameworks using technology. Radar Healthcare supports care providers with improved quality and compliance outcomes through a proven methodology...

Capture

Radar Healthcare captures information according to your organisation's specific processes and procedures. Complex data capture requirements are translated into intuitive, meaningful forms, encouraging interaction with the system and ease of use.

These context aware forms and pre-defined data fields help reduce discretionary data input ensuring only relevant information is captured.

This triggers the correct business rules to be followed providing assurance of corrective actions and resolution. Through personalised rules and workflows responsibilities are clear and quality performance, risks and regulatory requirements are understood and managed at all levels.



Improve

Sustainable quality improvement requires an organisation to be well-led with workforce engagement at all levels and full oversight of performance. Radar Healthcare facilitates this by providing an evidence-base around the results of your quality improvement strategy.

Closing the loop when things go wrong and always ensuring actions and improvements are tracked offers everyone in your organisation the real time visibility of quality improvement progress. With Radar Healthcare it becomes easier to share best practice and reflect on lessons learnt which brings with it a cycle of continuous improvement.



Standardise

A systematic approach to standardising good practice is essential to the delivery of outstanding care. Radar Healthcare helps you to identify areas of good practice and translate them into automated workflows and processes to be replicated across the organisation; avoiding the risk of discretionary working practices and regulatory/organisational breaches.

Using Radar Healthcare to turn good practice into standardised behaviours in this way helps to provide the governance and assurance around ways of working, ensuring the best possible care is recognised and systematically delivered.



Report

Accurate and insightful reporting is critical to understanding key trends, best practice and early indicators of required improvements which is why Radar Healthcare places a focus on data integrity to power its suite of reports. Having comparable data available for analysis about the full organisation allows triangulation around areas of concern to be identified easier.

Whether you manage one or multiple care settings, Radar Healthcare gives you real-time visibility of your compliance status across a series of easy-to-understand dashboards – providing assurance that your team is delivering service excellence.



Action

Radar Healthcare doesn't just help you identify existing and potential non-conformances, it also supports you to create, execute and monitor corrective and preventive action plans. Action plans can be either automatically or manually triggered ensuring they are owned or escalated to the relevant individual, closing the loop between recognising when things are going wrong and then prompting remedial action.

With action planning at its core, Radar Healthcare enables you to readily evidence the appropriate response and resolution to any situation, ensuring improvements are made.





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