



**SUPPORTING
PATIENT SAFETY
CULTURE
THE DIGITAL WAY**

“The Covid-19 pandemic has highlighted the importance of prioritising patient safety as a core responsibility across the entire healthcare system. However, the pandemic has also put immense pressure on healthcare staff and the system, making it increasingly difficult to sustain usual standards of care and patient safety. Now is a critical time to lock in lessons and embed positives from the past 18 months – one of which being the acceleration of digital innovation.

NHS England and NHS Improvement’s 2019 Patient Safety Strategy tells us that by focusing on the three strategic aims of Insight, Involvement, and Improvement, almost 1,000 extra lives could be saved along with a reduction of £100 million in care costs each year from 2023/24.

Here at Radar Healthcare, we believe that underpinning robust patient safety processes with simple, yet powerful technology is key to the success of this strategy.

I’m a technologist by background, and one of the reasons that I’m a huge champion of great digital technology is that it holds the power to give time back (and time is the most valuable commodity in the NHS) by making ways of working more efficient, and also unlocking valuable insight that helps to improve safety and outcomes.

In this guide, we’ve pulled out just three of the key ways Radar Healthcare is utilising our next generation technology to support The NHS Patient Safety Strategy.

Do get in touch with myself or our expert team if you’d like to know more.”



Paul Johnson
CEO and co-founder of Radar Healthcare



Insight

Improving understanding of safety by drawing intelligence from multiple sources of patient safety information



Involvement

Equipping patients, staff and partners with the skills and opportunities to improve patient safety throughout the whole system



Improvement

Designing and supporting programmes that deliver effective and sustainable change in the most important areas



Patient safety is about maximising the things that go right and minimising the things that go wrong for people experiencing healthcare.

The NHS Patient Safety Strategy, July 2019, page 6

INSIGHT

Spotlight on: Facilitating learning from clinical negligence claims

Despite a sustained focus on patient safety in the NHS, clinical negligence claims have risen exponentially. NHS Resolution's annual report, published in July 2021, shows that it received 12,629 claims in 2020-21, up 7.5 percent.

Claims essentially arise out of dissatisfaction, usually with a process, service, or a poor patient journey. Each claim represents an individual's story – no two cases will be identical, just as no two patients are identical. But bringing the information from claims together is where we can truly learn.

Arguably, it has never been more important to address this. The backlog caused by Covid will inevitably mean that the NHS is treating more people – and often not in ideal circumstances. Diagnoses will have been delayed. People will also have spent longer on waiting lists. On top of that, staff are exhausted after more than a year and a half of relentless pressure. With all of that, there will be an increase in claims of clinical negligence purely because of the pressure put on an already quite sparse workforce.

Rather than looking at each case in its own silo, we should be building the big picture, and considering things like systems of internal control, communications, and education. We need to have a real understanding of the larger patient safety landscape if we want to get to a position where numbers of claims are decreasing instead of increasing.

The screenshot displays a web application interface for reporting clinical events. On the left is a navigation menu with options: Dashboard, Workforce, Event reporting, Risk register, Action plan, Audit list, Notices, Scheduled tasks, Documents, Data analysis, and Administration. The main area is titled 'Recorded events' and contains a table of 'Recorded Events'. A 'Report event' modal form is overlaid on the right side of the table.

Reference	Event date	Event type	Description
SAR-004	11-Jan-2021	Subject Access Request	Subject access request
SJR-004	13-Jan-2021	RCP - Structured Judgement Review	Structured judgement based review
COM-009	14-Jan-2021	Complaint	Standard of care for
INC-027	26-Jan-2021	Incident	Incident in Theatre 1 across both ty...
COM-010	26-Jan-2021	Complaint	Allegation of verbal abuse / rude!
PSIMs-001	01-Feb-2021	PSIMs demo event	A 14-year-old female wound infection (fo...

Report event form fields:

- Reported by: 1 Radar Super User
- Reported Location / Service: Location/Service 2
- Type of event: Complaint
- Date of event: 28-Jun-2021
- Time of event: 08:54
- Description of event: (Text area with 'xx' entered)

How Radar Healthcare can help

○○○ Revealing valuable insight

The data produced across an organisation is an enormous asset, but historically, making that data useful and actionable has been a heavy manual process. It's often involved bringing in temporary staff, or people moving away from their day-to-day jobs to integrate, redact and scan the data just to get an idea of what has happened in a single case, let alone organisation-wide.

In addition to the masses of potential qualitative data provided through conversations, quantitative data from day-to-day incidents, events, complaints, compliments and more can be collected and learned from.

Insight comes from bringing lots of data points together and looking at the bigger picture. Technology not only makes this easier, but helps unlock trends and make predictions that can ultimately improve lives.

○○○ Integrating risk management

New technology is revolutionising risk management, helping to reduce safety risks. For example, Radar Healthcare offers one central risk register which is linked to incidents, improvement plans, reporting and more. As well as this, robust auditing functionality helps to mitigate further incidents, excellence reporting reveals success stories and best practice, and variation reporting provides insight that gives a real picture of what's going on across an organisation.

○○○ Providing clear visibility

Real-time dashboards and reporting provides the oversight you need to know that the right things are being done throughout an organisation.



In brief: Learn from patient safety events (LFPSE) – the first fully compliant supplier

We were proud to be the first supplier to pass the LFPSE testing with NHS Improvement, and now we're supporting NHS teams to move to our modern, cloud-based incident reporting system so that they meet the new requirements.

The data that will be collated through LFPSE will be an essential tool in learning how to improve patient safety, and therefore reduce clinical negligence claims. We're especially pleased to see a specific LFPSE question around 'excellence': *How could this excellence be amplified or recreated in the future?*



Recent developments in technology, notably enhanced artificial intelligence, give exciting opportunities which we are keen to explore.

NHS Resolution - Annual report and accounts 2019/20, page 9

INVOLVEMENT

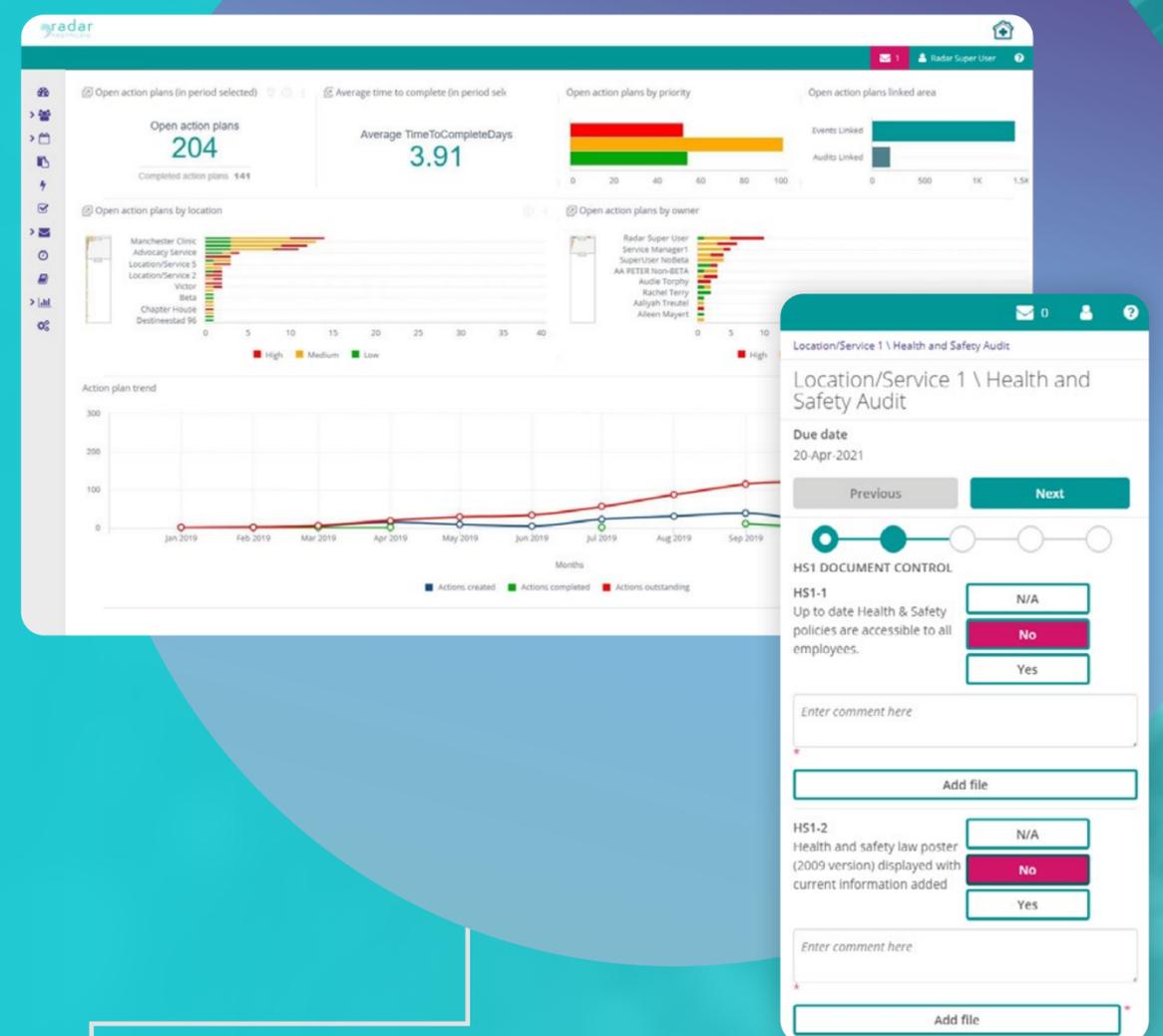
Spotlight on: Moving to a Safety II approach

In all professions, employees are often too afraid of repercussions to formally record that something has gone wrong. Instead of trying to understand how the problem occurred, focus can be heavily placed on finding someone to blame.

Safety II focuses on the idea that very often things go right, and even very well indeed, and that these examples of excellence should be given as much attention as examples of things going wrong.

Of course, if something is going wrong, we need to know about it and act quickly. But Safety II promotes a more balanced approach in that it's just as important to learn when something is going right, so best practice can be shared and replicated across the board.

Staff engagement plays a huge role in this shift of mindset, and this must involve much more than merely giving people the means to be able to report something, good or bad. Unless your staff get feedback on what they report, truly get a sense that you are taking it seriously, and are taking action, the desire to report something diminishes. That's the kind of engagement that will drive positive change – rather than making people feel like it doesn't matter what they say.



How Radar Healthcare can help

○○○ Highlighting excellence

Moving away from a culture focused on blame, to one where people start to identify best practice and share excellence is crucial to the success of Safety II. Excellence reporting is a valuable tool to support the shift in mindset required as it helps to translate that excellence into a response, where we look at the factors that make something brilliant, and work out how we can share it and roll it out more widely.

○○○ Offering simple solutions

Simple, yet powerful technology that enables recording examples of excellence, incidents, complaints and more to be woven into day-to-day work life is essential. Burdensome processes or software that can't be used anytime, anywhere and on any device is likely to be ignored. User centred software that makes sure logging these valuable day-to-day events is quick to record, analyse and understand, helps to ingrain a focus on continuous improvement into your culture.

○○○ Responding to change

The best digital technology is flexible enough to adapt to what an organisation needs – no matter how it evolves. Technology doesn't stand still for long, so great software is able to respond to the latest technological innovations to keep developing new, exciting, and (most importantly) useful options to support healthcare teams.



Asking how we 'do' Safety II is a fair and important question, but it is problematic. People ask the question because the case for Safety II is compelling; they feel inspired by it. But Safety II is not about writing procedural documents, checklists or top-down interventions. Asking for the checklist or policy on what to do retains a Safety I mindset. Safety II needs a different form of insight; understanding the messy details of work, the nuances and subtleties of what it means to get stuff done despite the pressures, the resource limitations and goal conflicts.

The NHS Patient Safety Strategy, July 2019, page 42



In action: Somerset NHS Foundation Trust

Somerset NHS Foundation Trust views Radar Healthcare's software as an opportunity to provide culture change within the Trust, making it more open and safety-focused, which brings additional benefits to patient care.

Paula Wiggins, Governance Systems Manager at Somerset FT, commented:

"The analytical capabilities that Radar Healthcare offers really excites us. Detailed, real-time data makes a big difference in terms of sharing information and understanding trends. We can spot things quickly, whether good or bad. Sharing these insights with everybody to improve the way we work is really exciting."

IMPROVEMENT

Spotlight on: Continuous improvement

In all walks of life, continuous improvement is a valuable concept – it can be as simple as keeping the skills of individuals up to date through training, and as complex as lengthy programmes of transformation to enable new and better ways of working.

Building a continuous improvement culture is an ongoing journey that involves every person in an organisation – no matter their role, ability or tenure. The ultimate goal is to achieve excellence, establishing ways of working which deliver a safe and quality focused healthcare service through the everyday use of continuous improvement techniques.

To achieve all of this successfully in a healthcare setting, the voices of all people involved play an essential role.

“ The NHS safety system must support continuous and sustainable improvement, with everyone habitually learning from insights to provide safer care tomorrow than today.

The NHS Patient Safety Strategy, July 2019, page 45



How Radar Healthcare can help

○○○ Making sure voices are heard

Acting on multiple pieces of feedback from employees, residents, patients, and more, can be time consuming, especially when the feedback comes from a variety of sources. Even if you have the time to pull together all the information, it can be hard to get to the true root cause which makes it difficult to learn from.

Digital technology supports this by providing simple ways to gather concerns, complaints and compliments, where these crucial forms of feedback are logged centrally, and can be reported on and learned from. Integrated action plans can be used to drive improvements, and then reviewed at a local or organisational level to spot trends, best practice and wider learnings.

○○○ Enabling a data-driven approach

There is a real need for joined-up, automated, integrated data to be the driving force for continuous improvement. This is what can really influence whether or not an organisation becomes a well-oiled machine for continuous improvement.

Intelligent analytics plays a huge role by enabling actions to be triggered directly from data, in real time. This means there's no need to trawl through data manually to find issues or wait until the end of the month report to understand performance. For example, utilising a role-based system, you can be sure that any reported complaints, compliments or claims will be immediately assigned to a manager or other appropriate role for action.

○○○ Sharing best practice

When the lessons have been learned, modern communication tools - such as trackable notices and automated actions - makes sharing best practice, and (most importantly) embedding it within your teams, simple.



In action: UAE Ministry of Health & Prevention (MOHAP)

United Arab Emirates (UAE) Ministry of Health & Prevention (MOHAP) is a regulator of the healthcare sector in UAE. They aim for global leadership in health with healthcare which is in line with the highest standards of excellence. MOHAP selected Radar Healthcare for 17 hospitals and 73 primary care centres across the region. We help them deliver clinical incident reporting and patient safety outcomes.

H.E. Dr. Yousef AlSirkal,
Assistant Undersecretary
for Hospitals, United Arab
Emirates (UAE) Ministry of
Health & Prevention said:

“Our key focus is to improve patient safety. We believe that incident and risk management reporting offered by Radar Healthcare’s accredited system and MEMIT’S expertise in delivering cutting-edge solutions, will support us in achieving the safest patient care in the region.”



Radar Healthcare has provided greater visibility of all the good things about our service delivery by streamlining the compliments logging process, the number of compliments logged rose from 9 per year to 1500 per year! Being able to communicate this level of engagement from our services users has had a hugely positive effect on morale and encouraged our team to always strive for better performance.

**Fran Driver - Head of Quality and Corporate Governance
at Essex Cares**

Improving patient safety with Radar Healthcare

We've been working with healthcare teams for many years to understand the best ways technology can support a culture of patient safety, and we've developed Radar Healthcare to support exactly that.



Simple

Our user centred approach means Radar Healthcare makes it simple for staff to report incidents, risks, and other important data



Flexible

Customisable to your processes and procedures, Radar Healthcare fits to you and your team, not the other way round



Connected

Connecting all your patient safety processes together in one central system simplifies your ways of working



Visible

Intuitive dashboards provide real-time oversight at a local or place level



Insight

Features such as AI and machine learning spot trends in data and alerts you when something may be wrong



Accountability

Automated actions and trackable workflows create a culture of accountability and responsibility, meaning that nothing is overlooked

Our product modules:



Incident Management



Action and Improvement plans



Audit Management



Workforce Compliance



Risk Management



Analytics and Reporting



Document Management



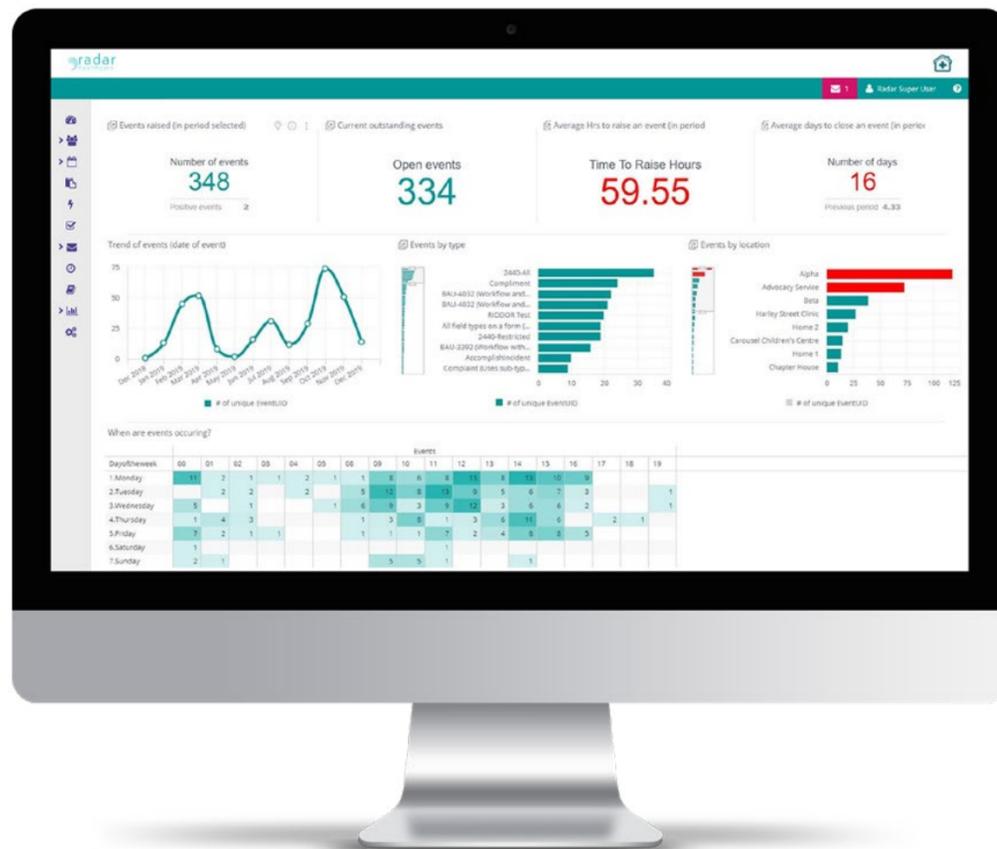
Business Compliance

About Radar Healthcare

Founded in 2012 by Paul Johnson and Lee Williams, Radar Healthcare is dedicated to making healthcare safer.

Our software has been developed in partnership with healthcare professionals to ensure organisations always meet regulatory standards through one single, easy to use system.

Working with organisations across all areas of health and social care, as well as international teams, we're passionate about improving healthcare outcomes through intuitive and innovative software.

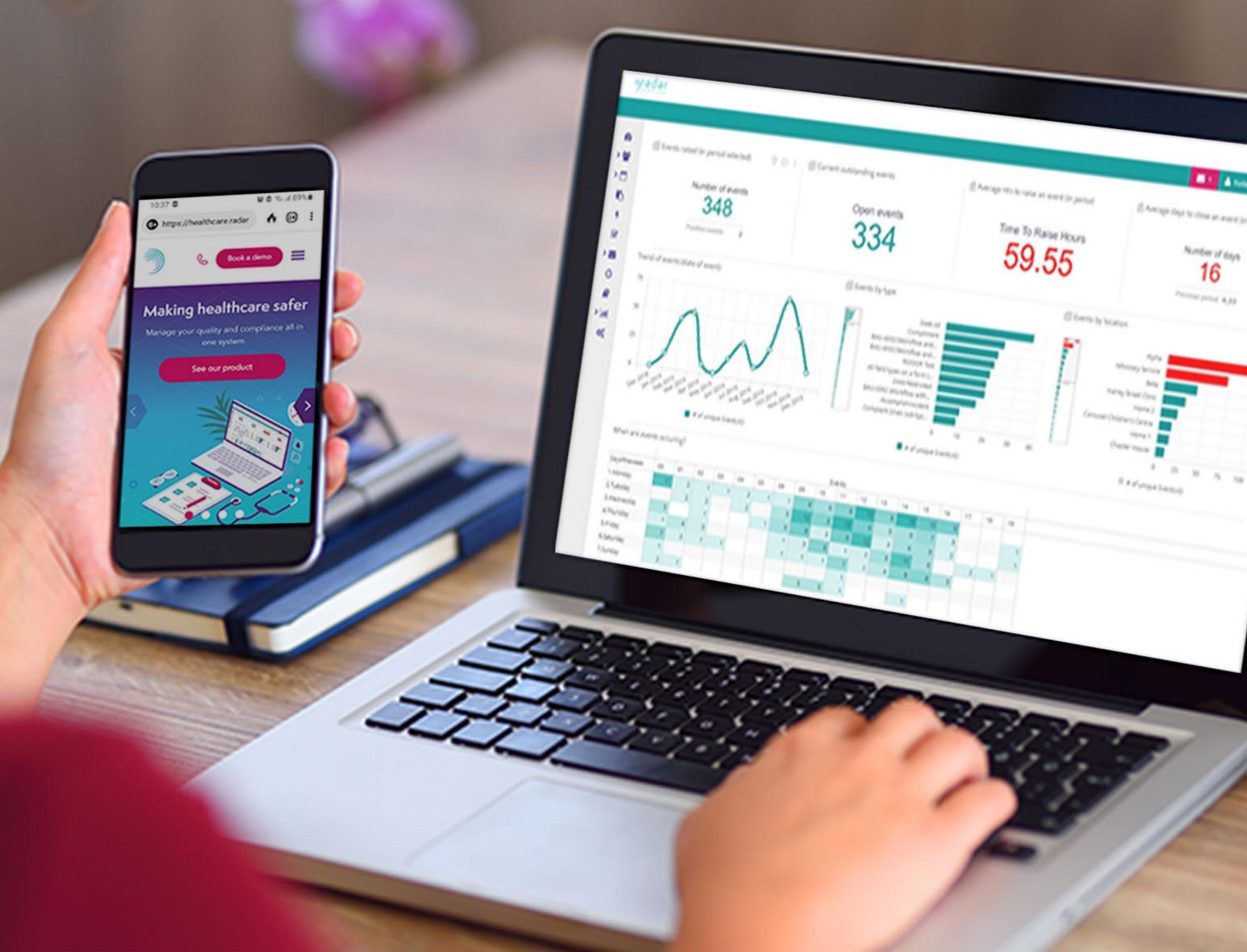


To find out more, speak to our expert team on 0330 223 2740

www.radarhealthcare.com

Our customer partners include...





Explore how our next generation technology is supporting NHS teams



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healthcare