

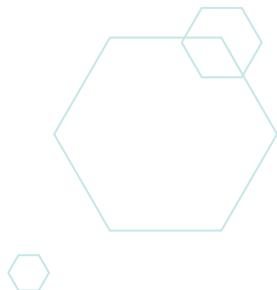


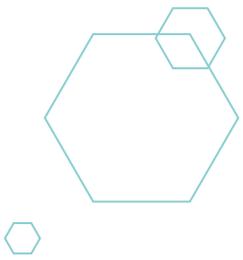
# A system-wide solution for **INTEGRATED CARE SYSTEMS**

Discover our simple yet powerful technology to help transform your approach to health, care, and wellbeing



[www.radarhealthcare.com](http://www.radarhealthcare.com)





# MAKING HEALTHCARE SAFER FOR EVERYONE

**“The ongoing changes in the NHS have highlighted the importance of creating a consistent approach to care across full systems, places and neighbourhoods. It’s no longer enough to differ in quality, accessibility and experiences of people using services. We’re dedicated to supporting Integrated Care Systems with this increasing demand and the challenges ahead.**

Now is a critical time to lock in lessons and embed positives from the past two years – one of which being the acceleration of digital innovation. With the national shortages in funds, it’s important Integrated Care Systems pull together to become as efficient as ever. Here at Radar Healthcare, we believe that underpinning robust processes with simple yet powerful technology is key to success.

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 (the most valuable commodity in healthcare) by working more efficiently, and also unlocking valuable insight that helps to improve safety and outcomes.

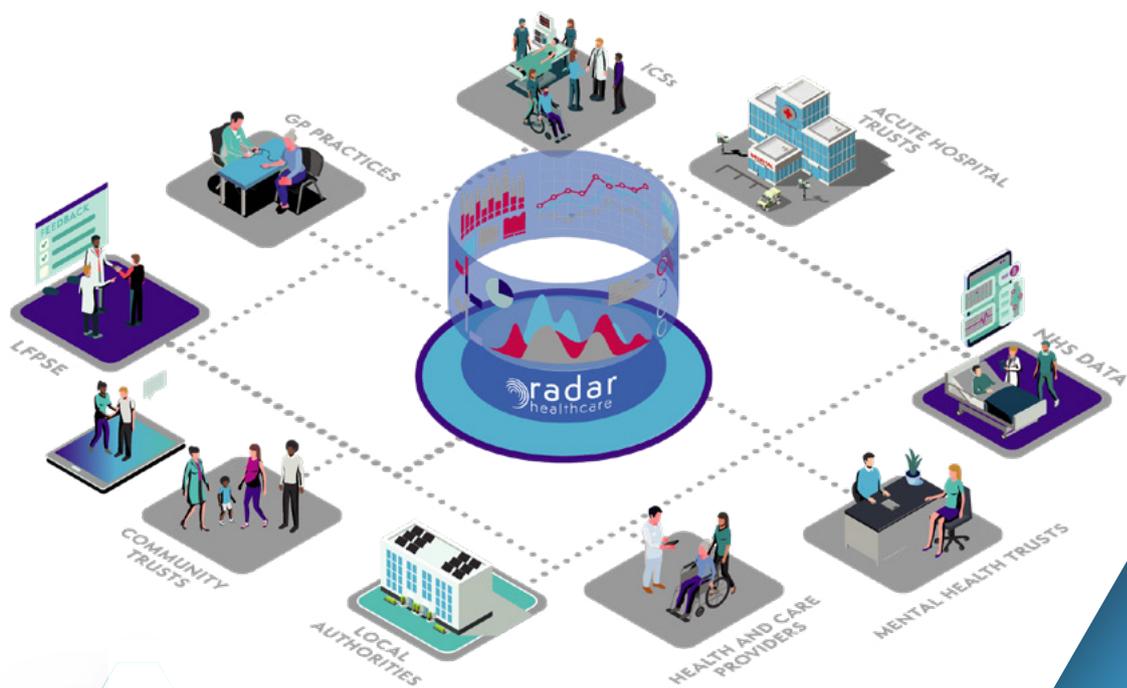
In this guide, we’ll share information on how Radar Healthcare is aligned to Integrated Care Systems and what you are trying to achieve. This includes examples of best practice and how we’ve worked for large organisations across multiple locations such as Emirates Health Service, along with video resources and more information ahead of the CQC regulating ICSs.

Do get in touch with myself, Molly Kent or Terry Murphy, our ICS experts, if you’d like to know more.”



**Paul Johnson**  
CEO and co-founder  
of Radar Healthcare

# RADAR HEALTHCARE IN INTEGRATED CARE SYSTEMS



# A PARTNERSHIP TO IMPROVE INTEGRATED WORKING

Here at Radar Healthcare, we'd love to support the vision that Integrated Care Systems have with our technology - we're dedicated to our customers, and work in partnership with organisations of all sizes. From Emirates Health Service who have 17 hospitals and 72 health centres to Milton Keynes University Hospitals NHS Trust, Portman Dental Care to Four Seasons Health Care Group - we work with every part of healthcare.

Our award-winning software provides you with one integrated solution to manage risk, quality and compliance. With Radar Healthcare, you'll gain transparency and assurance while also enabling more connected ways of working - ultimately helping to deliver improved care outcomes through:

- ✓ Tools to encourage an open culture, dedicated to continuous improvement
- ✓ Connected working, with improved collaboration and communication
- ✓ Managing risk controls such as ownership of risk, visibility, costs and more
- ✓ Flexible software that fits to your organisational needs - not the other way around
- ✓ Evidence of service excellence and continuous improvement
- ✓ Visibility of performance across multiple locations - anytime you need it



## 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.

**“The analytical capabilities that Radar Healthcare offers really excites us. Detailed data that 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.”**

Paula Wiggins,  
Governance Systems Manager at Somerset NHS Foundation Trust



# WHY ARE OTHER NHS ORGANISATIONS MOVING TO RADAR HEALTHCARE?



North West  
Surrey  
Integrated Care  
Services

- ✓ Fully integrated solution
- ✓ Replaces paper based systems for more efficient working
- ✓ Completely configurable - no need to change processes to fit the software
- ✓ An improved way of working, through quality improvement, reporting and risk mitigation



**Hertfordshire Community**  
NHS Trust

- ✓ Improves patient safety
- ✓ Replaces multiple systems
- ✓ Creates a smoother process
- ✓ Helps staff get on with their day job
- ✓ Provides the opportunity to work towards a culture of excellence
- ✓ Helps reduce time taken to gather data



**Milton Keynes  
University Hospital**  
NHS Foundation Trust

- ✓ User-centric design
- ✓ Cloud-based system that can be used from ward to desk-based colleagues
- ✓ The ability to learn from incidents, improve how we deliver services and help to make healthcare a better and safer place for both staff and patients

# FIRST TO PASS LFPSE COMPLIANCE TESTING & FIRST TO GO LIVE WITH MKUH

The LFPSE service will create a single national NHS system to not only improve how patient safety events are recorded across all healthcare providers, but also use the insights combined with technology such as machine learning to help predict and reduce future incidents. LFPSE will replace the current National Report and Learning System (NRLS) and Strategic Executive Information System (StEIS).

Radar Healthcare has recently worked in collaboration with NHS England to develop the platform, which can be accessed securely via mobile devices, will also allow healthcare staff to comply with policy, business, and training requirements; manage documents and action and improvement plans, and carry out audits.



The fact that Radar Healthcare was the first to pass compliance testing and the first to go live really does showcase the agility, determination and flexibility of their staff. They act quickly and when they need to, and never leave their partners behind.

Milton Keynes University Hospital NHS Foundation Trust (MKUH) has become the first to integrate the new NHS Learn from Patient Safety Events (LFPSE) service having partnered with software specialists Radar Healthcare. Kate Jarman, Director of Corporate Affairs at MKUH said "The fact that we could work with Radar Healthcare to be the first Trust in the country to report on the national LFPSE system was a real bonus. Not only are we improving the safety of our own patients, but we are also helping to improve patient safety across the country."



# PRODUCT MODULES



**Incident and Event Management**



**Action and Improvement Plans**



**Risk Management**



**Analytics and Reporting**



**Audit Management**



**Workforce Compliance**



**Document Management**



**Business Compliance**

## Partnering with 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, with healthcare that 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."

## EVENT MODULES

- ✓ Incidents
- ✓ Learn from patient safety events (LFPSE)
- ✓ Complaints and PALS
- ✓ Claims (clinical and non-clinical)
- ✓ Subject Access Requests
- ✓ Data Subject Rights
- ✓ Freedom of Information Requests
- ✓ Bereavement
- ✓ Mortality Reviews
- ✓ Inquests
- ✓ Serious Incidents
- ✓ Excellence

# REGULATING ICSS -SYSTEMS, PLACES & NEIGHBOURHOODS

## CQC REGULATION FOR ICSS

No matter how ICSs are regulated in the future, Radar Healthcare is here to help.

Each part of an ICS – whether collectively as a system or as a component part – can use Radar Healthcare for everything from preparing for CQC inspections, clinical audits, and incident management; to improving communication, managing complaints, or running patient satisfaction and staff surveys.

Dashboards and reports offer real-time oversight of an entire system or drilling down to a place, neighbourhood, or an individual organisation. This works alongside our unrivalled analytics engine which enables unparalleled insight and informed decision making.

Examples of excellence, best practice and lessons learned can also be found within this data and shared throughout an ICS, moving to a Safety II culture that values continuous improvement.

Risk can be managed centrally – at place or board level – through one risk register for all areas, and disparate teams are enabled to share data and speak the same digital language.

A real point of pride of Radar Healthcare is its flexibility and configurability. This means that no matter what needs emerge for ICSs, our software will be able to respond efficiently and effectively.



Specialist private clinic, Orri recently achieved 'outstanding' in their CQC inspection in which Radar Healthcare was specifically referred to as the: "electronic database which gave staff oversight of incidents, complaints, staff sickness, policies, audits and safeguarding referrals. It was easy to pull data from the system and create reports."

Read the full report at [www.cqc.org.uk/location/1-6381661318](http://www.cqc.org.uk/location/1-6381661318)

# RADAR HEALTHCARE: OUR PEOPLE, OUR CULTURE

Commitment to our partners means you can be confident you're choosing someone you can trust and rely on. Ultimately, we're here to help healthcare providers like you deliver safer, better healthcare.

Every process we have is defined to ensure engagement at a user level and the intuitive nature of our software is fundamental to success.

Our collaboration process is one of the key elements of partnership working and partnership is everything to us.

## So what makes us different?

- ✓ Our software is uniquely flexible, providing the functionality you need today, while future-proofing your organisation for tomorrow
- ✓ We work in collaboration with you to understand your objectives
- ✓ We build relationships to help you to achieve your goals
- ✓ Our consultative team are here to help you with every step of your digital transformation process



"Radar Healthcare are so helpful as an organisation and have some fantastic assets.

The team really want to help you get the best out of the software and are always on hand to help and share best practice."

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



Open, honest  
and transparent



Ethical



Caring



Customer  
focused



Innovative



Trusted

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, we're passionate about improving healthcare  
outcomes through intuitive and innovative software.

Over 10,000 locations are already seeing the benefits of Radar Healthcare, including:





To find out more, speak to  
our expert team on  
**0330 223 2740** or visit  
**[www.radarhealthcare.com](http://www.radarhealthcare.com)**

