

CASE STUDY

MIDLANDS AIR AMBULANCE CHARITY

Midlands Air Ambulance Charity (MAAC) operates three air ambulances and three critical care cars covering six Midlands counties. We recently chatted with Darren Davies, Head of Quality and Compliance and CQC Registered Manager from MAAC to discuss the team's experience of Radar Healthcare after 12 months of using it.

Early escalation is now possible with Radar Healthcare, with email notifications being sent to the senior team at the point of entry of incidents. Radar Healthcare workflows drive the management of incidents, but early notification enables early action to be taken where required. It also provides the opportunity for shared situational awareness.

The CQC's new inspection framework encourages providers to collect more feedback from people using their service and evidencing how they act on this to improve their service. With Radar Healthcare's Incident Management all of this will be very easy to collect, track, and evidence during inspections.

Previously MAAC manually tracked and monitored risks through Excel spreadsheets. Now, with Radar Healthcare's fully configurable risk registers and integrated action plans, the team can evidence improvements in service user and patient safety much simpler and import relevant data easily.

SUMMARY OF SUCCESS:



Innovation proposals with Radar Healthcare are **75% more streamlined with increased automation** compared to the original process.



Radar Healthcare's innovative, AI-powered analytics allows MAAC to **reduce errors and make more accurate data-driven decisions.**



Collecting all concerns, complaints, and compliments in **one centralised location.**



Easily **collect, track, evidence and share feedback** to regulatory inspectors.

“ We are not just ticking a box for CQC, we genuinely care about what we do and creating the best possible outcomes for patients.

Darren Davies, Head of Quality and Compliance for Midlands Air Ambulance Charity

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