

CASE STUDY

HORDER HEALTHCARE

Horder Healthcare, an independent charity hospital group with sites in Crowborough and East Grinstead, has partnered with Radar Healthcare on a transformative journey to enhance its quality, risk management and clinical governance practices.

Before David's arrival at Horder Healthcare, their quality and governance systems were disjointed. The incident reporting system operated independently from the policy and risk management processes, while audits were manually conducted through spreadsheets.

Horder Healthcare chose Radar Healthcare over all other suppliers for a significant reason: the ability to centralise all essential functions, including risk management, incident reporting, audits, and policies, within one easily accessible system. By reducing the number of systems used, they've enhanced efficiency, data accuracy, and increased collaboration and communication among their teams. In addition, David and his team sought a solution that could be tailored to their individual needs and business objectives.

Radar Healthcare's **Incident Management** module plays an instrumental role in enhancing the quality and compliance aspects of Horder Healthcare, and has already resulted in an increase in compliance with the Duty of Candour within teams, facilitated by a prompt that is triggered when reporting an incident.

SUMMARY OF SUCCESS:



The system is **flexible** enabling them to include all department locations and tailor questions to Horder Healthcare's specific needs.



The Project team had Horder Healthcare **up and running with Incidents and Events in 9 weeks**, creating a bespoke deployment plan, testing phase and also running a pilot site.



By **streamlining systems**, they've enhanced efficiency, data accuracy, collaboration and communication, centralising data and processes across their nationwide business.



They've already seen an **increase in compliance with Duty of Candour** among staff members, indicating a positive cultural shift.

“ Radar Healthcare is extremely configurable... we can really make it personal to Horder Healthcare. The ability to tailor questions, integrate incident reporting, risk management, and policy management, and the promise of dashboards were pivotal in our decision. ”

- Head of Risk Management and Clinical Governance at Horder Healthcare

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