



Compliance Really Matters

29 June 2016

Does Compliance Really Matter?

Yes! To ensure Nuffield Health is meeting the requirements of regulators of healthcare providers, professionals, products and services (including Standards)



ISO 9001 CERTIFICATION

ISO 27001 CERTIFICATION

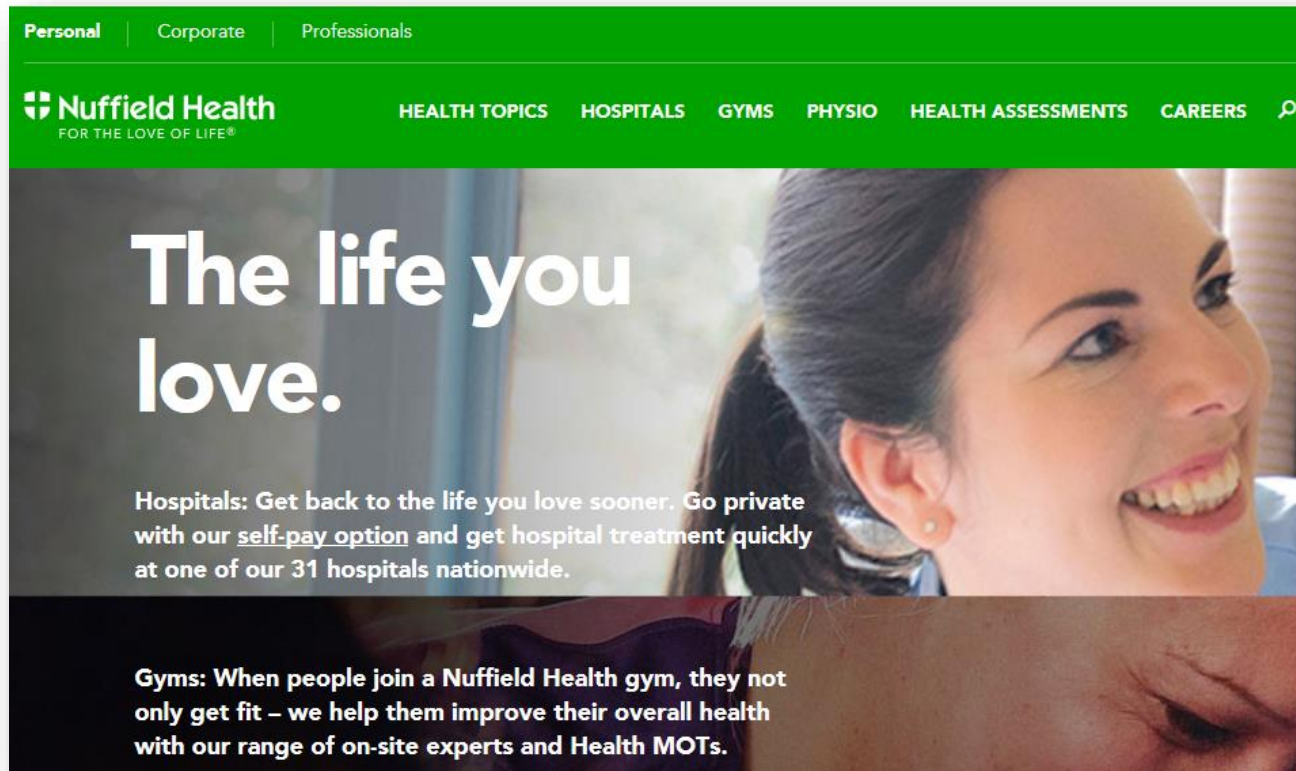


OHSAS 18001 CERTIFICATION

Introduction

About Nuffield

Nuffield Health is an independent healthcare organisation that provide access to more than 10,000 health experts through our 31 hospitals, 77 fitness & wellbeing gyms and more than 210 corporate facilities.



Background

Quality Management Systems at Nuffield Health have historically been managed independently from each other using a variety of disparate systems such as:

- MS Excel manual spreadsheets
- SharePoint
- Learning Management System
- Risk Management System



In addition compliance metrics were also designed differently requiring individuals at sites to access various systems and manually having to manage audit processes in isolation without a consolidated view of all compliance across the organisation.

Approach to Solution

The approach was to:

- Scope business requirements – through creating a project team, involving key business stakeholders and holding workshops
- Invite Suppliers for tender which RMS were part of
- Reduce tenders to 2 Suppliers, which included RMS
- Visit Suppliers Customers for system demonstration in a business environment
- Select the preferred Supplier:

**RMS identified as the best provider of the system,
which has been called:
Quality Management Software (QMS)**



QMS Implementation Approach

Solution Design & Build – Phase 1

System designed and configured to fit the requirements of Nuffield Health as follows:

- Configuration of homepages by RMS and Nuffield Health

Support Centre User Homepage

news

New Appointment - Regional Cleaning Manager (North)

Welcome to QMS

QMS audits are launched. Coming soon...new Audit Directory allowing you to view the name and type of all audits across the group and their relevance to sites and services. Contact QMSenquiries@nuffieldhealth.com for any queries or questions.

all tasks and surveys

Today (14) Outstanding (14) Prepare (0) Surveys (4)

- PHYSIO07A - Physiotherapy Annual Quality Audit 2016
- HR01A - HR Audit Summary
- HS01A - Health and Safety Compliance Audit 2016
- PT Leaque

links

- Health and Safety Executive (HSE)
- Healthcare Improvement Scotland
- Healthcare Inspectorate Wales
- Nuffield Health Audit Directory
- Quality Management Software (QMS) Information

survey dashboard

Survey	Completion
Healthand Safet...	100%
MOE	100%

Legend: Complete (Green), In Progress (Orange), Not Started (Black)

task dashboard

Task	Completion
PHYSIO07A - Phy...	100%
HR01A - HR Audi...	100%
HS01A - Health ...	100%
F&B / Café June...	100%
Gym Manager: CL...	100%

Legend: Complete (Green), In Progress (Orange), Not Started (Black), Could Not Complete (Red), Could Not Complete Compliant (Blue)

Task List

Task	Name	Ref
Beauty Brochure Launch	Aylesbury	Aylesbury
Conducting Investigations & Chairing Disciplinary Meetings	Aylesbury	Aylesbury
F&B / Café June 2016 update	Aylesbury	Aylesbury
F&B / Café June 2016 update	Cheam	Cheam
F&B / Café June 2016 update	Surbiton	Surbiton
Father Days Promotion	Aberdeen	Aberdeen

QMS Implementation Approach

Solution Design & Build – Phase 1

- Identification and implementation of roles
- Implementation of hierarchy, sites and users
- Creation and implementation of audits (Regulatory driven audits)

Enhancement of system features:

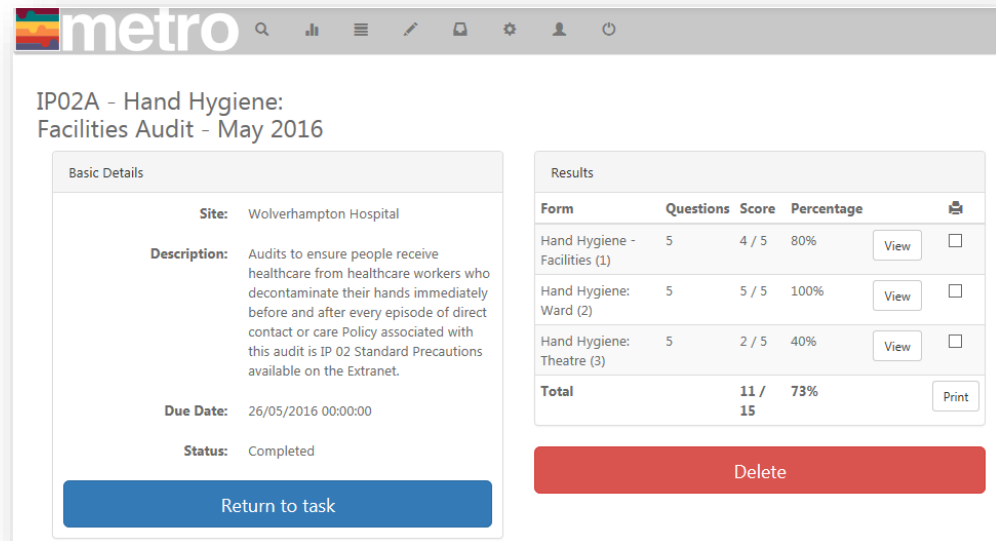
- The ability to make radio buttons mandatory within forms and not allowing the form to be submitted without completing all mandatory questions
- Creation of a notification message which appears when a mandatory question is not completed
- The ability to change the order of forms when creating a site audit
- The ability to copy a form – particularly useful where an audit requires multiple forms to be created with the same set of questions

QMS Implementation Approach

Solution Design & Build – Phase 1

Enhancement of system features continued:

- The ability to print forms
- The ability to view each form separately
- Removal of the retake button
- Being able to attach guidance documentation to an audit
- The option to create a task and link an audit to it so that task compliance can be viewed through the existing dashboards



The screenshot displays the 'metro' QMS interface. The main heading is 'IP02A - Hand Hygiene: Facilities Audit - May 2016'. The interface is divided into two main sections: 'Basic Details' and 'Results'.

Basic Details:

- Site:** Wolverhampton Hospital
- Description:** Audits to ensure people receive healthcare from healthcare workers who decontaminate their hands immediately before and after every episode of direct contact or care Policy associated with this audit is IP 02 Standard Precautions available on the Extranet.
- Due Date:** 26/05/2016 00:00:00
- Status:** Completed

A blue button labeled 'Return to task' is located at the bottom of the 'Basic Details' section.

Results:

Form	Questions	Score	Percentage	View	Print
Hand Hygiene - Facilities (1)	5	4 / 5	80%	View	<input type="checkbox"/>
Hand Hygiene: Ward (2)	5	5 / 5	100%	View	<input type="checkbox"/>
Hand Hygiene: Theatre (3)	5	2 / 5	40%	View	<input type="checkbox"/>
Total		11 / 15	73%		Print

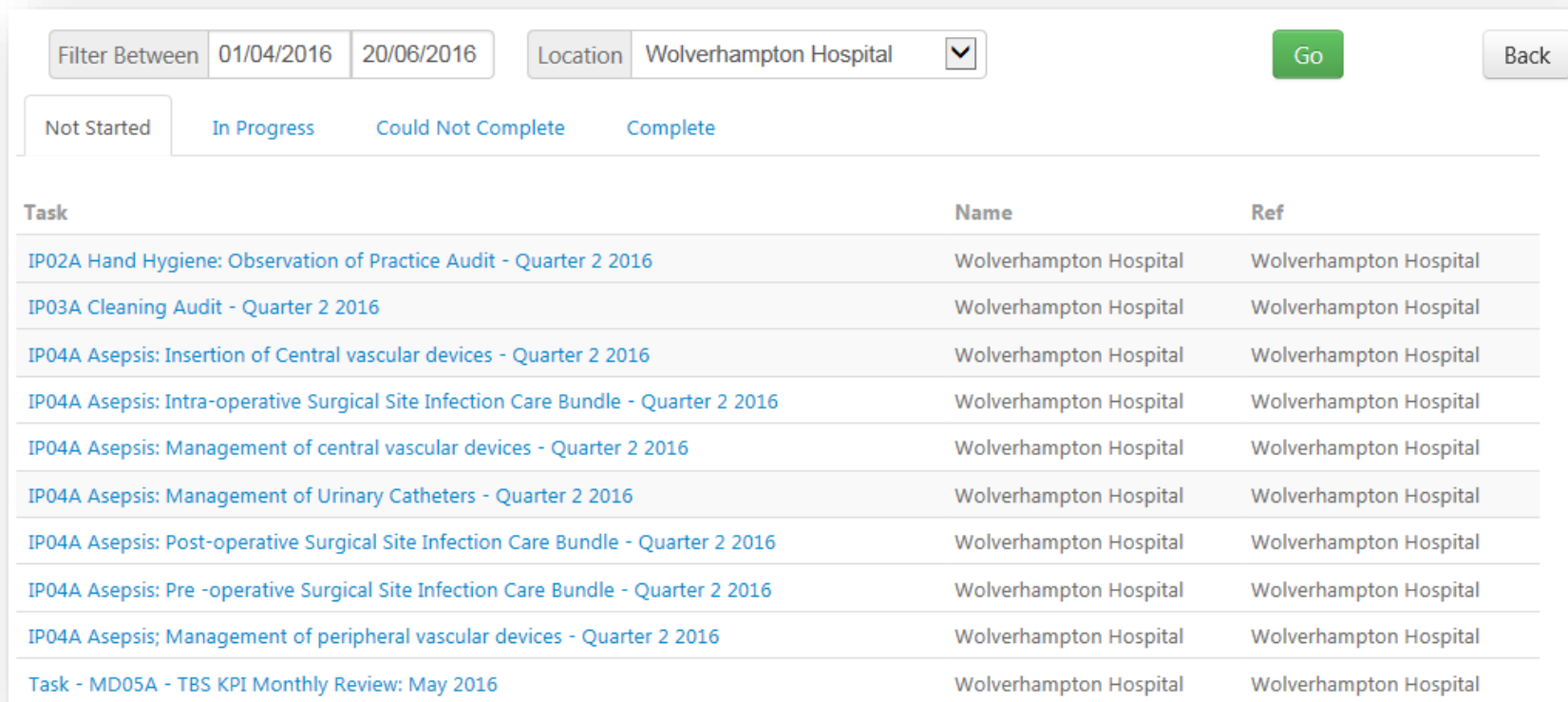
A red button labeled 'Delete' is located at the bottom of the 'Results' section.

QMS Implementation Approach

Solution Design & Build – Phase 1

Enhancement of system features continued:

- Creation of a task summary dashboard so that the status of tasks can be viewed at a glance, filtering by location:



Filter Between 01/04/2016 20/06/2016 Location Wolverhampton Hospital

Task	Name	Ref
IP02A Hand Hygiene: Observation of Practice Audit - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP03A Cleaning Audit - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis: Insertion of Central vascular devices - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis: Intra-operative Surgical Site Infection Care Bundle - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis: Management of central vascular devices - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis: Management of Urinary Catheters - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis: Post-operative Surgical Site Infection Care Bundle - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis: Pre -operative Surgical Site Infection Care Bundle - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
IP04A Asepsis; Management of peripheral vascular devices - Quarter 2 2016	Wolverhampton Hospital	Wolverhampton Hospital
Task - MD05A - TBS KPI Monthly Review: May 2016	Wolverhampton Hospital	Wolverhampton Hospital

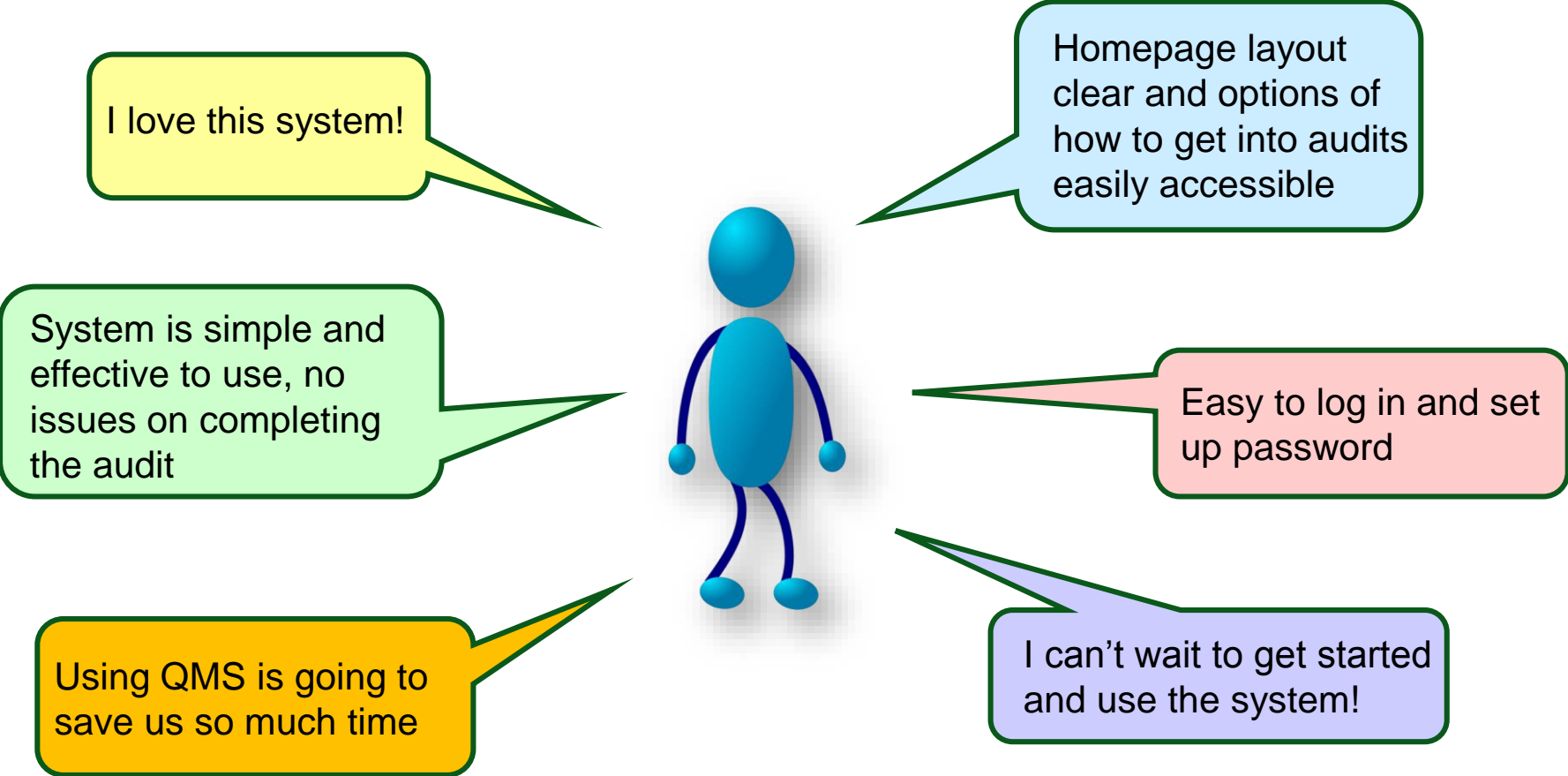
QMS Implementation Approach

System Deployment (post pilot) – Phase 1

- Deployment focussed on Hospitals and Fitness and Wellbeing Care Quality Commission (CQC) registered sites
- Training undertaken via Webinar sessions
- User manuals created by RMS
- Audits released to all Hospitals and CQC registered Fitness and Wellbeing sites
- Go Live – 16th March 2016

User Feedback Post-Implementation

Positive feedback received from users post implementation:



QMS Implementation Approach

Solution Design & Build – Phase 2

- Implementation of all audits within Nuffield Health into QMS
- Deployment of QMS to all Fitness and Wellbeing Consumer and Corporate Sites (287 sites)
- Implementation of communication tasks which are currently circulated via internal bulletin boards
- Implementation of surveys
- Activation of messaging

QMS Implementation Approach

Solution Design & Build – Phase 2

Further enhancements to the system:

- Reporting, eg. ability to filter results by categories of audits
- Ability to export results from Summary and League Table into an Excel file
- Labelling of graphs within Summary and League Table pages
- Ability to view compliance of more than one audit
- Ability to copy and rename an audit
- Ability to maintain version control on audits
- Introduction of a 'count style' audit
- Exclusion of N/A responses from scoring
- Being able to select which roles have the ability to delete audits
- Ability to RAG rate audits

Project Closure

The project is expected to close end of July 2016, and will be transferred to business as usual, with focus on further system enhancements and a continued close relationship with RMS.



Thank You

Thank you all for listening.

And finally... A big **Thank You** to RMS for all their hard work



Any Questions?

