

Community Services Wandsworth's Approach to Assurance, Clinical Governance and Quality Improvement

Think Associates and ikonami Ltd have been selected to partner with Community Services Wandsworth to launch a commercial version of their award winning online risk assessment and management tool.

"We're really excited to be offering this tool through our commercial partners, to help share the knowledge and experience that we've gained over the past two years around an effective way of measuring assurance and managing risk in our organisation. We don't think there's anything else quite like this in the market. We feel that the tools have really helped us to meet healthcare standards by making them real to staff and using a systems approach has saved resources".

Yvonne Connolly, Associate Director Clinical Governance & Risk Management, Community Services Wandsworth

Risk and compliance challenges

Healthcare organisations in the UK will continue to be subjected to a number of audit and good practice requirements from regulatory bodies. These requirements create a number of challenges for organisations including the following:

- » The large number of audit requirements, and competing deadlines, that clinical staff are required to complete, do not allow staff to synchronise planning.
- » Audits increasingly focus on **proactive** and preventative measures rather than the more traditional reactive measures of analysing incidents that have occurred.
- » Responding to the increase in the range of organisations requiring information - as healthcare commissioners build reporting requirements into their contractual arrangements.
- » Additional requirements to measure and improve systemic elements including a patient-focused culture.

These challenges place increased pressures on organisations to demonstrate that they are responding to risk management assessments and collating appropriate data - factors that led Community Services Wandsworth to create the 'Team Tool'.

Our solution to these challenges

Community Services Wandsworth have partnered with Think Associates and ikonami Ltd to offer the Team Tool to other NHS organisations.

The Team Tool is a web-based assurance, governance and quality improvement toolkit which encourages teams within an organisation to reflect on best practice standards and then provide evidence based information as to how they are addressing risk management, compliance and quality improvement requirements.

The Team Tool is made up of twelve separate audit tools, each of which deals with a key governance topic such as health promotion and medical devices. All or specific teams in your organisation would be required to complete a audit tool every month. Teams would use the tools to stimulate discussion about their own performance before responding to specific questions regarding compliance with local and national policy. Another benefit of the tool is that it is set up to provide online resources and e-learning development opportunities. When gaps in compliance are identified, each tool provides space for teams to record their specific action plan for quality improvement.

Scope of the Team Tool

The Team Tool runs on a single, secure database, which means that over time organisations and teams using the same toolkits can choose to benchmark their progress with other healthcare organisations whilst retaining their anonymity.

Governance teams can run reports of results, analyse and summarise them. Information can then be used for the following:

- » Benchmarking, year-on-year and against other organisations and norms.
- » Presentations to executive teams.
- » Demonstrating compliance to the Care Quality Commission and NHS Litigation Authority.
- » Reports for other auditing bodies.
- » Tracking of local team improvement plans.
- » Organisation-wide interventions.

Results: For the June 2008 Safeguarding Children and Vulnerable Adults Audit Tool										
Safety										
Safeguarding Children and Vulnerable Adults Audit										
Team Tool		Core 3 Health, Safety & Security and HWB3 Protection of Health & Well Being								
KSF Dimensions		Core 3 Health, Safety & Security and HWB3 Protection of Health & Well Being								
Traffic Light	0-30% = Red		31% - 69% = Amber		70% + = Green		Assessed by team as not relevant		Did not make return	
Care Group	Service	Clinical Team	Clinical Sub Team (if applicable)	% Overall Score Achieved	Section A: General Safeguarding Procedures	Section B: All Staff Issues Regarding Safeguarding Children	Section C: Clinical Staff Requirements Regarding Safeguarding Children	Section D: Safeguarding Vulnerable Adults	Section E: Safeguarding In-Patients	
Adult & Specialist Diagnostic Care Group	Service 1	Team 1	Sub Team 1	Green	Green					
			Sub Team 2	Red	Red					
		Team 2	Amber	Amber						
	Service 2	Team 3	Team 3	Team 3	Green	Red	Green	Green	Green	Green
				Team 3	Amber	Amber	Green	Green	Green	Green
			Team 4	Green	Amber	Green	Red	Green	Yellow	
		Team 5	Team 5	Team 5	Green	Amber	Green			
				Team 5	Amber	Green	Amber	Red	Green	
			Team 6	Amber	Green	Amber	Red	Green		
		Team 7	Team 7	Team 7	Green	Green	Green			
				Team 7	Red	Amber		Red	Green	
			Team 8	Green	Amber		Red	Green		
Team 9	Team 9	Team 9	Red	Amber		Red	Green			
		Team 9	Amber	Amber	Green	Red	Green			
	Team 9	Amber	Amber	Green	Red	Green				

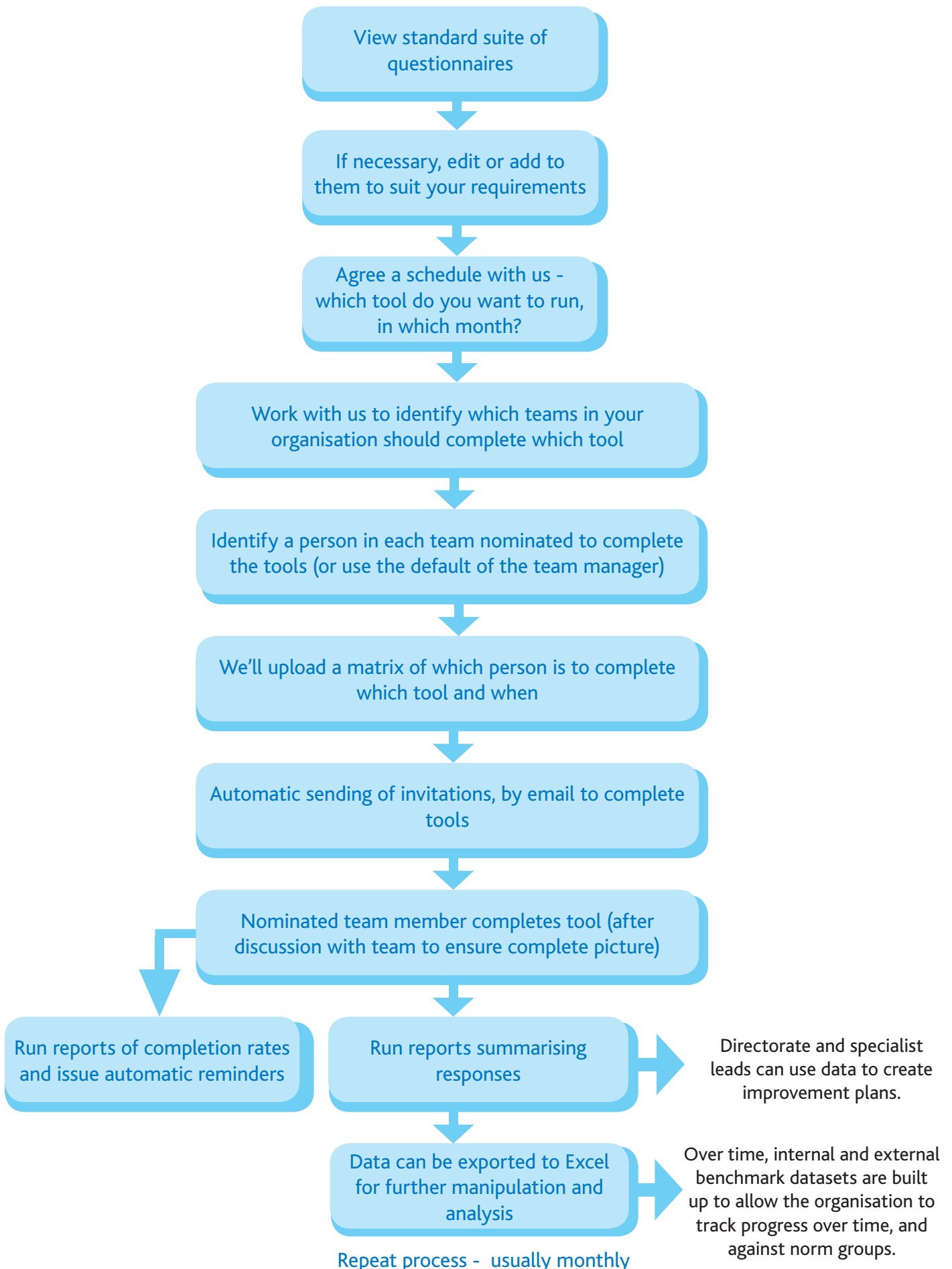
The Team Tool contains specific toolkits which gather in-depth data covering the following aspects of clinical governance and risk management.

Month	Toolkit Focus
1	Respect, Privacy and Dignity
2	Infection Control
3	Health and Safety Returns
4	Medical Devices
5	Records Audit and Information Governance Returns
6	Supervision Returns
7	Consent Audit
8	Safeguarding Children and Vulnerable Adults
9	Health Promotion
10	Patient and Public Leaflets and Information
11	Risk Assessments
12	Clinical Standard and Policies

Each of the twelve toolkits is updated where necessary each year by the clinical governance and risk management department at Community Services Wandsworth.

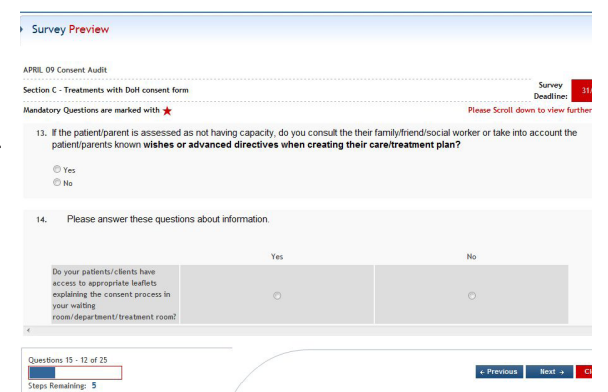
How it works in practice

Training and consultancy is provided by Think Associates to help your organisation work through the process outlined below and to help you to start collecting data from your teams.



Features of the Team Tool

- » Proven effectiveness by Community Services Wandsworth, who have been using this approach for two years.
- » A set of standard, best practice audit topics covering the large number of NHSLA, Healthcare Commission and Essence of Care standards, all mapped to the Knowledge and Skills Framework.
- » An intuitive, web based interface where teams respond to audit questions via a simple and easy set of questions. No specific IT skills or set-up required. If your team members have access to the internet and can, for example, use email or buy a book online, they can use this tool!
- » The ability for organisations to link questions to national and local resources to provide teams with immediate development updates.
- » Space for teams to discuss and record action plans and for the organisation to manage activity against these action plans, supporting existing objective / appraisal processes in place.
- » The ability to create rapid dashboard reports for boards, clinical governance managers and specialist team leaders to help them instantly identify areas for improvement and areas of excellence that can be shared by other teams.
- » Integrated with the e-KSF allowing work structures to be carried across from ESR if required.
- » Each tool is mapped to the Knowledge and Skills Framework, allowing team members to use their quality improvement and risk management actions as evidence in their KSF reviews.



Outcomes for your organisation

- » For a typical sized Trust, save **£25,000 per year** in staff costs associated with collecting relevant and current compliance data.
- » Provide data and evidence of sound processes, to support NHSLA audits and cost savings associated with positive audit outcomes.
- » Identify risk management issues before they result in dangerous or costly practice! Team self-assessment results in a "compliance dashboard".
- » Collect data regularly, in a quick and transparent way, which encourages a culture of continuous improvement.
- » Data collection tools are updated by Community Services Wandsworth on a cyclical basis thereby ensuring that by using this tool, you are collecting the appropriate data for a wide range of audit and compliance purposes.

Next steps

If these challenges sound familiar to you and you are interested in finding out more about this approach please contact us for further information at info@think-associates.co.uk