

# Moving towards a complete compliance system:

*The Key Ingredients – data, technology, culture, change*

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# *KLOE - What's New for 2017??*

KLOE 2014

Phase out multiple frameworks

KLOE 2017

Standardise Healthcare

- ✓ A standardised Approach to the whole of Healthcare
- ✓ A consistent approach to defining and measuring to quality and to collecting information
- ✓ Be clear and consistent about how we assess the quality of care across different types of service

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# *KLOE - What's New for 2017??*

- "Safety continues to be our biggest concern across all sectors, often influenced by the quality of leadership"
- Therefore focus on: -
- Safety – Improve the following areas
  - Safety
  - Recruitment practices
  - Safeguarding

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# *KLOE - What's New for 2017??*

- Medicines Management
- Information sharing & management
- Leadership –
  - Clear link between leadership, culture & the delivery of safe high quality care
- Looking for Providers to demonstrate: -
  - How they are improving against the KLOE framework
  - How they are improving the quality of care and life experience for their residents

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# *KLOE - What's New for 2017??*

The New KLOEs include 6 themes that the CQC have deemed necessary to improve on

- System leadership, integration & information sharing
- Information governance and data security
- Technology : For efficiency, accessibility & more person-centred care
- Medicines – basically medicine management
- End of life care: Delivering good quality care at the end of life
- Personalisation, social action and the use of volunteers

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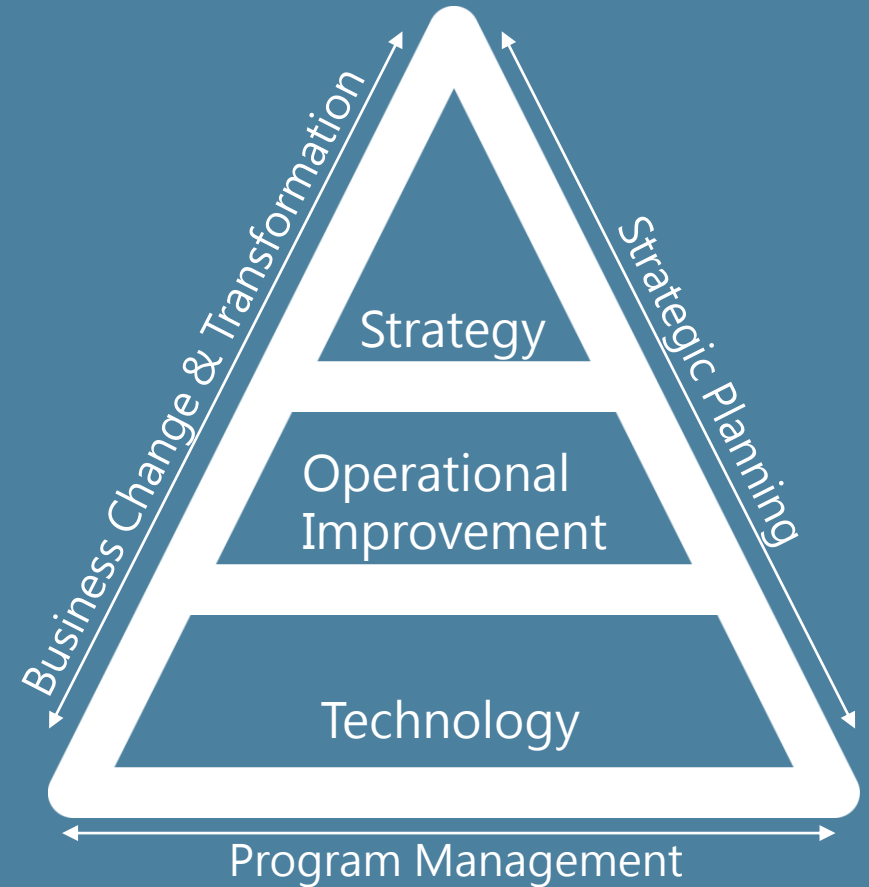
# *How can this be achieved?*

- Business & Culture Transformation
  - Am I ready?
- Technology/Data
  - Will IT systems solve my problems
- Evidence, improvement, innovation
  - Where do I start?
- Quality vs Compliance
  - Is compliance enough on its own?



# Culture & Change

- Are you ready for business transformation?
- What should I expect from my staff?
- Opportunity to look at things differently
- Technology only an enabler!



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# *Culture & Change – Where Do I start?*

- Understand where you are!
- Understand where you want to go!
- Lead by example but involve all stakeholders
- Communicate, Communicate, Communicate!
- Did you get there?





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# *The use of technology*

- Automation of compliance tasks
- Automation of audit
- Capturing information at the point of care
- Only add information once
- Accuracy & availability of information
- Inclusion of relatives, residents, HCPs and staff



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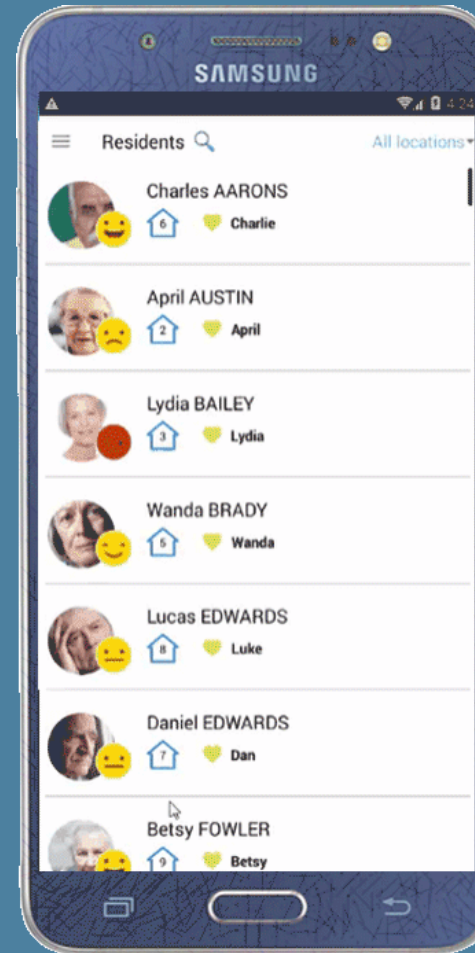
# *What has changed?*

- Mobile technology
- Familiarity with technology (96% Carers have a mobile phone)
- Cost of hardware & infrastructure
- Ease of integration
- People want more information!
- Regulatory changes!



# How & What's available in the market?

- Software is not just for Christmas!
  - Research providers/Reference visits
  - Partnership
- Infrastructure & Hardware
- Solutions
  - E-MAR
  - E-Care Planning
  - E-Learning LMS
  - Business Intelligence
  - E-Surveys
  - E-Roster



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# *The use of data*

- Continual Improvement
- Benchmarking
- Alerting by exception
- Data driven change/Campaigns



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# *The use of data – Where to start?*

- Benchmark current performance
- Define required electronic baseline
- Data Data everywhere!!!
- Use compliance as a springboard to outstanding
- Now you have it, use it!



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# *How do we achieve outstanding?*

- Leadership
- Innovation
- Culture
- Transparency
- Continual Improvement
- Resident at the centre of everything you do



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# Conclusions

- There is no magic wand!!
- Technology is here to stay and can help
- Business transformation is essential to guarantee success
- Pro-Active use of information to improve
- Compliance is just the start!!!

Thank You...  
Questions and Answers

