

Moving towards a complete compliance system:

The Key Ingredients – data, technology, culture, change

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

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

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

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

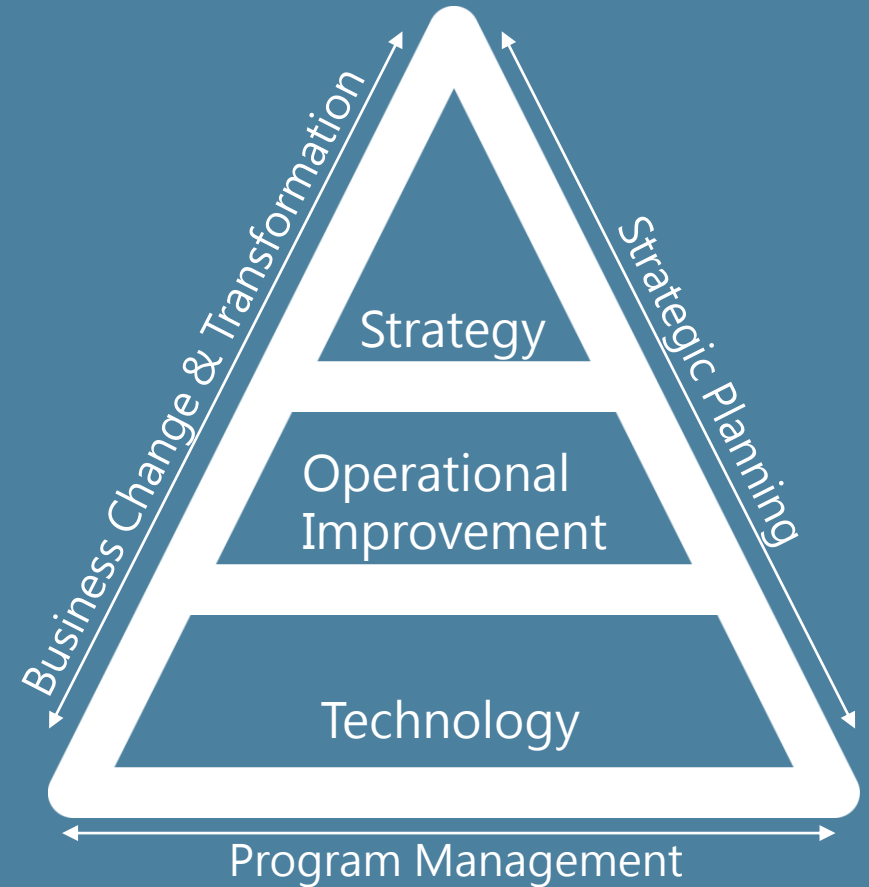
How can this be achieved?

- 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!



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?



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



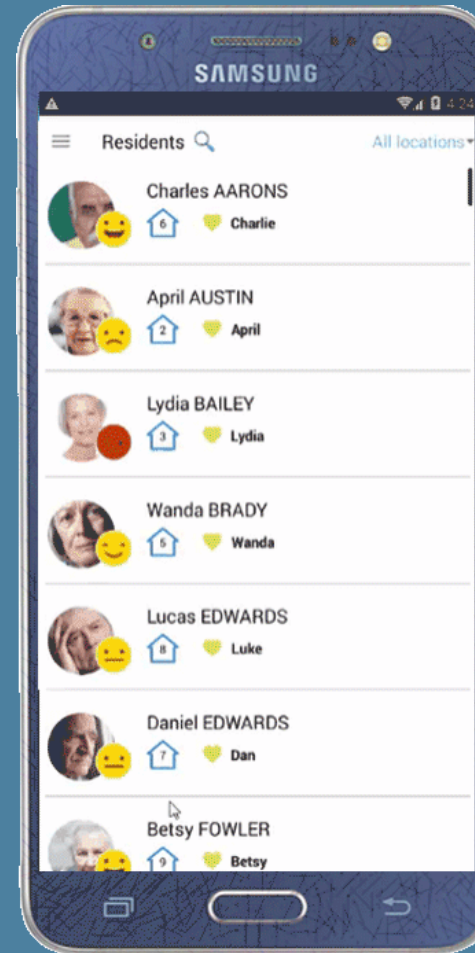
What has changed?

- 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



The use of data

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



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!



How do we achieve outstanding?

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



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

