Allocate Awards **2019**

Winner: **Board Assurance**

HCA Healthcare UK

Assessing real-time performance against the CQC's five key lines of enquiry, embedding a culture of outstanding quality

Since implementing Allocate's HealthAssure software, HCA Healthcare UK can assess real-time performance against the CQC's five key lines of enquiry. Staff are empowered and see themselves as stakeholders who are embedding and implementing change.

The quality review systems (QRS) team wanted to assess real-time performance against the Care Quality Commission's (CQC) five key lines of enquiry (KLOEs). It explored how HealthAssure could be used within the framework and applied to all levels and all facilities to provide assurance.

The HealthAssure system was built to mirror the organisational structure of the pilot site, which had multiple departments such as surgical and medical wards, critical care, theatres and outpatients. The organisation chose HealthAssure because it wanted to employ self-assessment and peer review to monitor performance and provide facility assurance.

The QRS team had a structured programme of engagement to make sure the new system became embedded. Heads of departments had one-to-one training to learn about the system, its relationship to the KLOEs and the meaningful impacts on patients. The QRS team worked closely with members of staff and provided ongoing support so everyone felt confident and would trust their real-time performance data. Training packages included examples of best practice, user guides, exemplar narratives and evidence directories.

Staff could self-assess, compare departments, expose gaps and create action plans to meet opportunities. Implementing HealthAssure meant that the QRS team could have conversations with staff around the standards and what they meant in each setting and celebrate outstanding practice.

There is now an increased knowledge of the KLOEs and the senior team has full visibility of each department's performance, which is continually monitored and provides facility assurance at all levels.

The HealthAssure software has enabled part of the pilot site to identify a gap in communication across one of its facilities and as a result it has implemented a daily safety huddle. It has also provided the criteria necessary to achieve the JAG accreditation in endoscopy.

A quality matron said:

The HCA Healthcare UK Team accepting the Allocate Award for Board Assurance

"What I most value in HealthAssure is that it helps us to document the narrative of how our daily work contributes to the delivery of the key lines of enquiry. In this way, the goal of achieving a CQC outstanding rating is not focused on a periodic external inspection, but has become embedded in our way of working. We feel empowered to lead the way in which our teams can best deliver."