The System for Governance and Performance Management

VHQA Conference 26th May 2016

"Using data to drive change"

Phone +61 7 3211 4444 info@cgov.com.au **www.cgov.com.au**

Cgov

Implementing Audit Solutions since 2009

- Partnerships between Cgov, Quality Staff and Clinical Workforce
- Data for evidence to improve and evidence of improvement
- Systems are dynamic and risk adjusted
- Every solution and every situation is unique. The data, workflows and analysis are always different. (App store or 174 audits)
- The arithmetic is impossible

Cgov

Audit Solution Technology

- Online everywhere and any device
- Part of integrated compliance, governance and quality improvement framework, shared data
- Toolkit for rapid development and local change management
- Process focus:
  - Risk adjusted **schedules**
  - Path of least resistance **data collection and entry**
  - **Analysis** when and where its needed
  - Accountability for **actions**

Case Study - Cairns

- Regional Base Hospital with 16 smaller sites
- Audits developed locally since 2009 (Clinical, WHS and HR), over 40 separate Apps based for EQUIP standards and
- Each Audit App a self contained schedule with analysis, feedback and recommendations.
- Workforce never log on, all communications via email. Audits are created automatically and pre-populated with known data, integration with iEMR and staff records.
- Uses advanced reports for Executive and Management KPI reporting

Case Study - Austin

- Melbourne metropolitan Health Service using Cgov since 2013
- BAT point of prevelance audits every 4 months with specified audits per Ward/Dept. (150+ questions across all standards)
- Separate audits for inpatients, MH, Community Care etc. All audits developed and maintained locally. Separate recommendations App used across all audits.
- NUM log on to view dashboards of longitudinal and current period data for all Standards.
- Uses advanced reports for Executive and Management KPI and benchmark reporting

Case Study – WACHS-SW

- Bunbury and rural hospitals WA usiong Cgov since 2012
- Quality in Practice (Audit Rounds) surveys with separate standard/topic each month. Twelve month cycle for compliance
- Each audit includes consolidated Environmental, Staff Interview and Patient Interview data.
- Integrated into QIP cycle education, audit, analysis action.
- All audits developed every month by Cgov

Case Study – Barwon

- Geelong Hospital using Cgov since 2014
- BAT used across 10 standards and mutiple clinical audits developed locally.
- All audits integrated with Cgov Quality Improvement and recommendation Tracking (QIRT).
- Use of risk profiles to determine requirements for action
- All audits developed and updated locally
- Dashboards and advanced reports used by NUM and Executive for governance and clinical results.

Case Study – Wide Bay

- Queensland Regional Health Service using Cgov since 2010
- All audits developed and maintained locally with Cgov assistance.
- All audits integrated with Cgov Quality Improvement and recommendation Tracking (QIRT).
- Separate audits for each standard.
- Benefits analysis completed in Jan 2016 to asses the impact of Cgov on driving change.

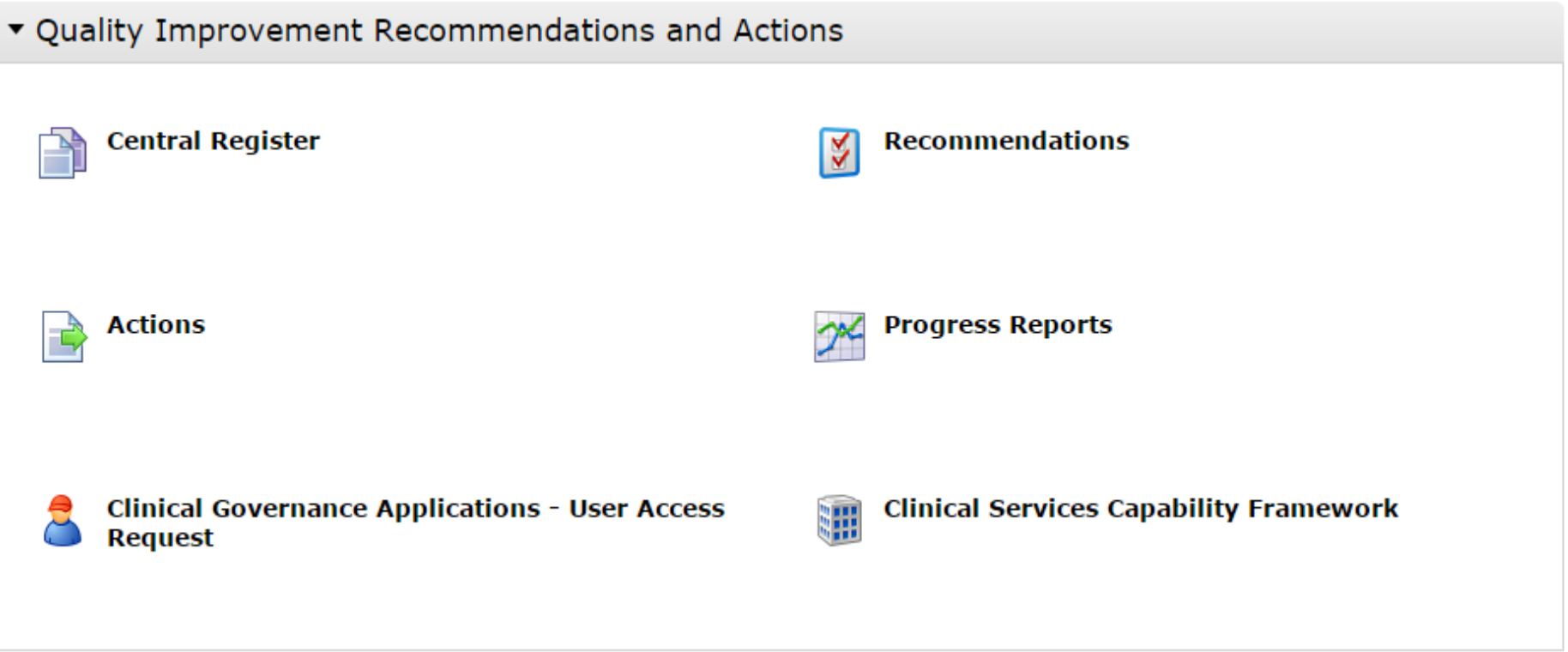
Quote by Adrian McShane – Data and Audit Coordinator

Case Study – Wide Bay

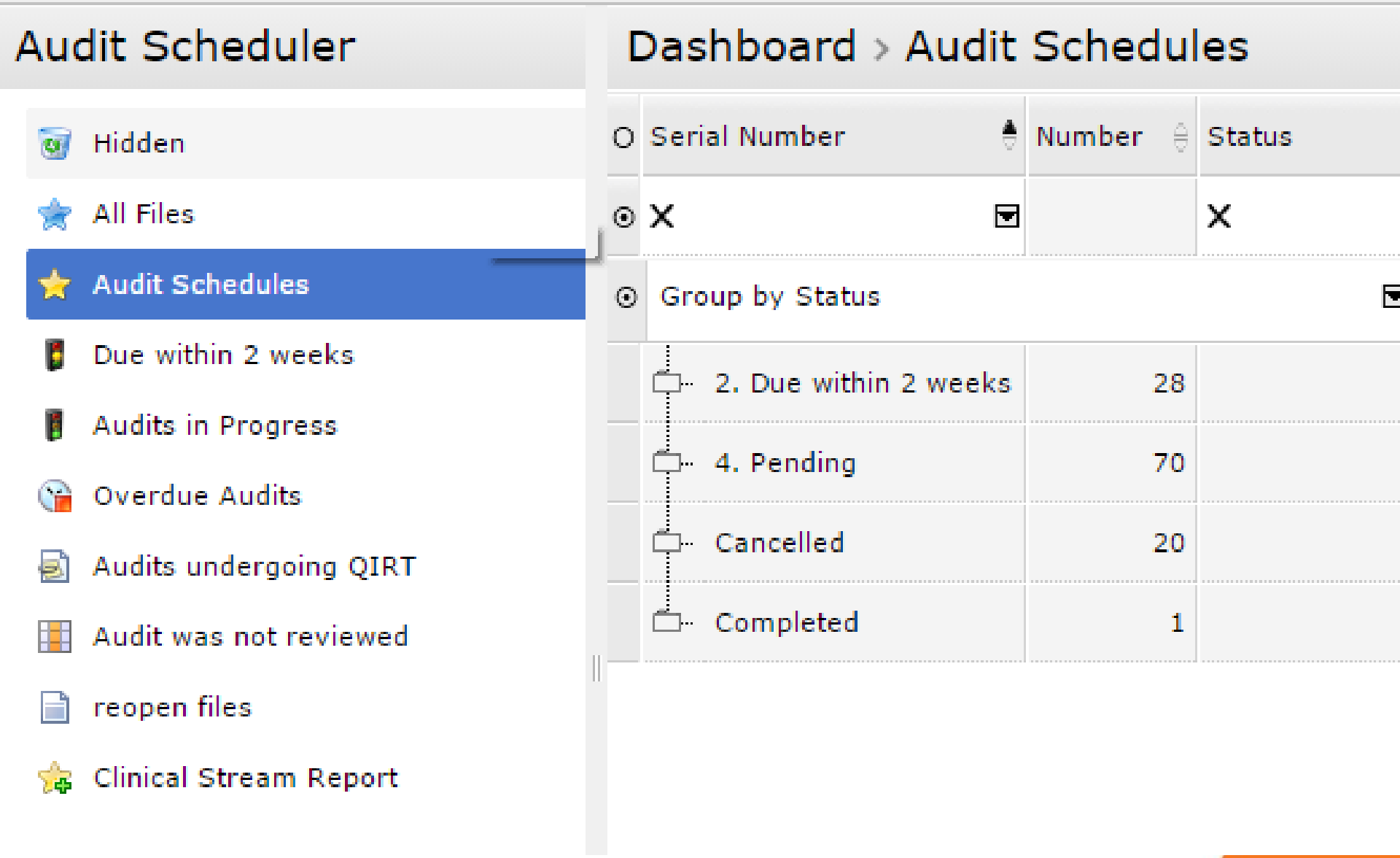
Case Study – Wide Bay

- Std. 5 - Surgical Safety Checklist - Documentation Compliance
- Std. 5 - Surgical Safety Checklist Observational Audit
- Std. 6 - Clinical Handover
- Std. 6 - Community Clinical Handover
- New Std. 7 Blood and Blood Products
- Std. 8 - Pressure Injury Prevention
- Std. 8 - Community Pressure Injury Prevention
- Std. 9 - Rapid Response Staff Satisfaction
- Std. 9 - Deteriorating Patient
- Std. 10 - Falls Prevention

Case Study – Wide Bay



Case Study – Wide Bay

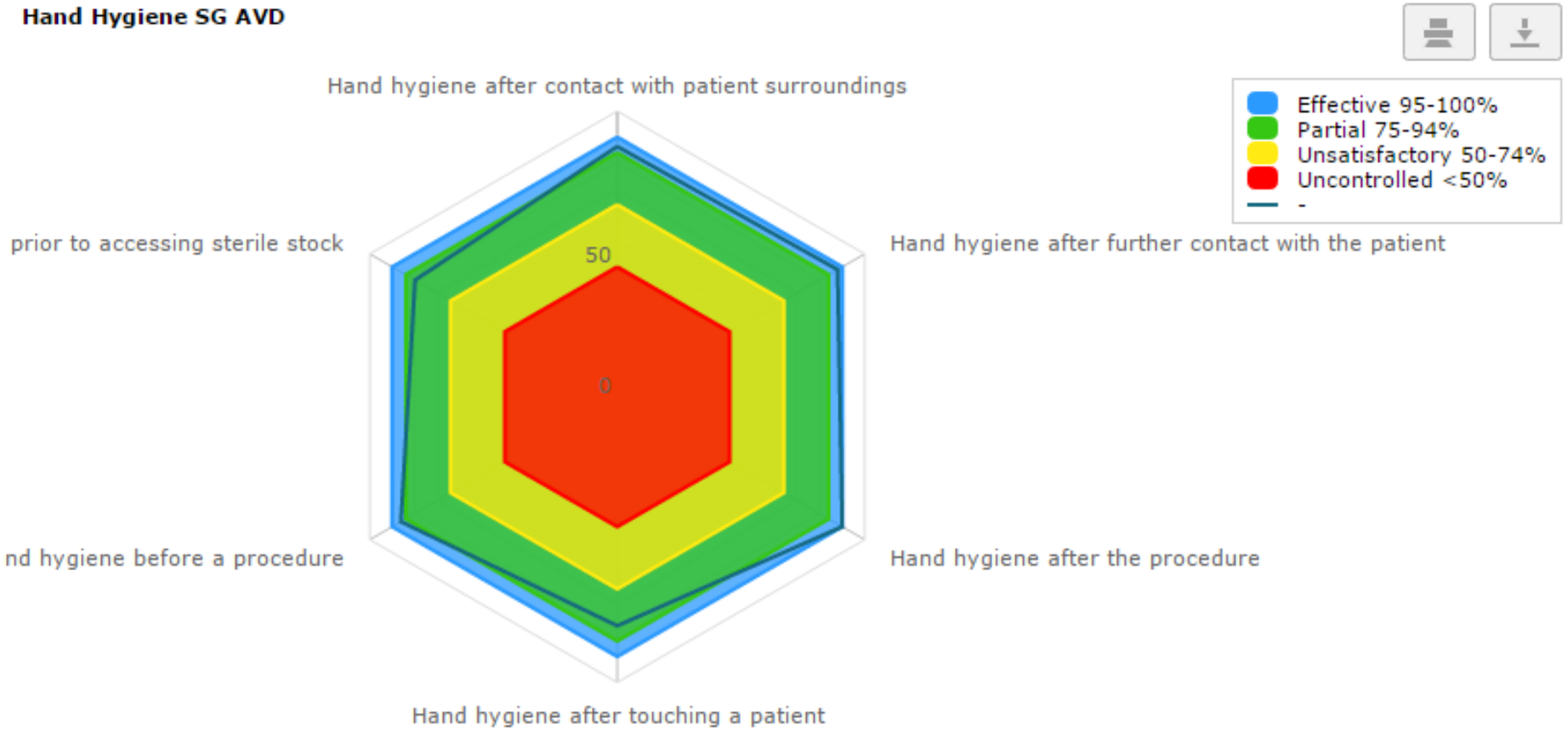


Case Study – Wide Bay

Devices | Peripheral Intravenous Cannulation | Wound Dressing | Evaluation of audit tool | Governance Dashboard

Accessing Vascular Devices

Hand Hygiene SG AVD



Case Study – Darling Downs

- Queensland Regional Health Service using Cgov since 2014
- All audits by developed Cgov with local maintenance
- SAFE audits conducted every 2 months with consolidated data collection for all EQUIP, Mental Health and Aged Care Compliance
- Each SAFE audit links to up to 30 mini audits that customise the data collection for each local Ward/Dept.
- All audits integrate to QIRT for Managers to confirm recommendations and actions arisiong from audit data.

Cgov

Future trends

- Integration with existing sources of audit data like iEMR in Queensland
- Traffic light simplified feedback to NUM's
- Standardised audit registers for each standard to allow for affordable online systems and benchmarking
  - Single Statewide or National register for each Standard with limited options to include or exclude questions
  - Smaller sites can subscribe for access to forms, analysis and action planning using a dedicated risk adjusted schedule
  - Use of same data objects (questions) for each site will allow for reliable benchmarking

Cgov

Using Audit data to drive change

- Partnerships between Cgov, Quality Staff and Clinical Workforce must reflect local culture
- Data for evidence to improve and evidence of improvement
- Systems are dynamic and risk adjusted
- Every solution and every situation is unique. The data, workflows and analysis are always different.
- The arithmetic is impossible, filter out the insignificant data.

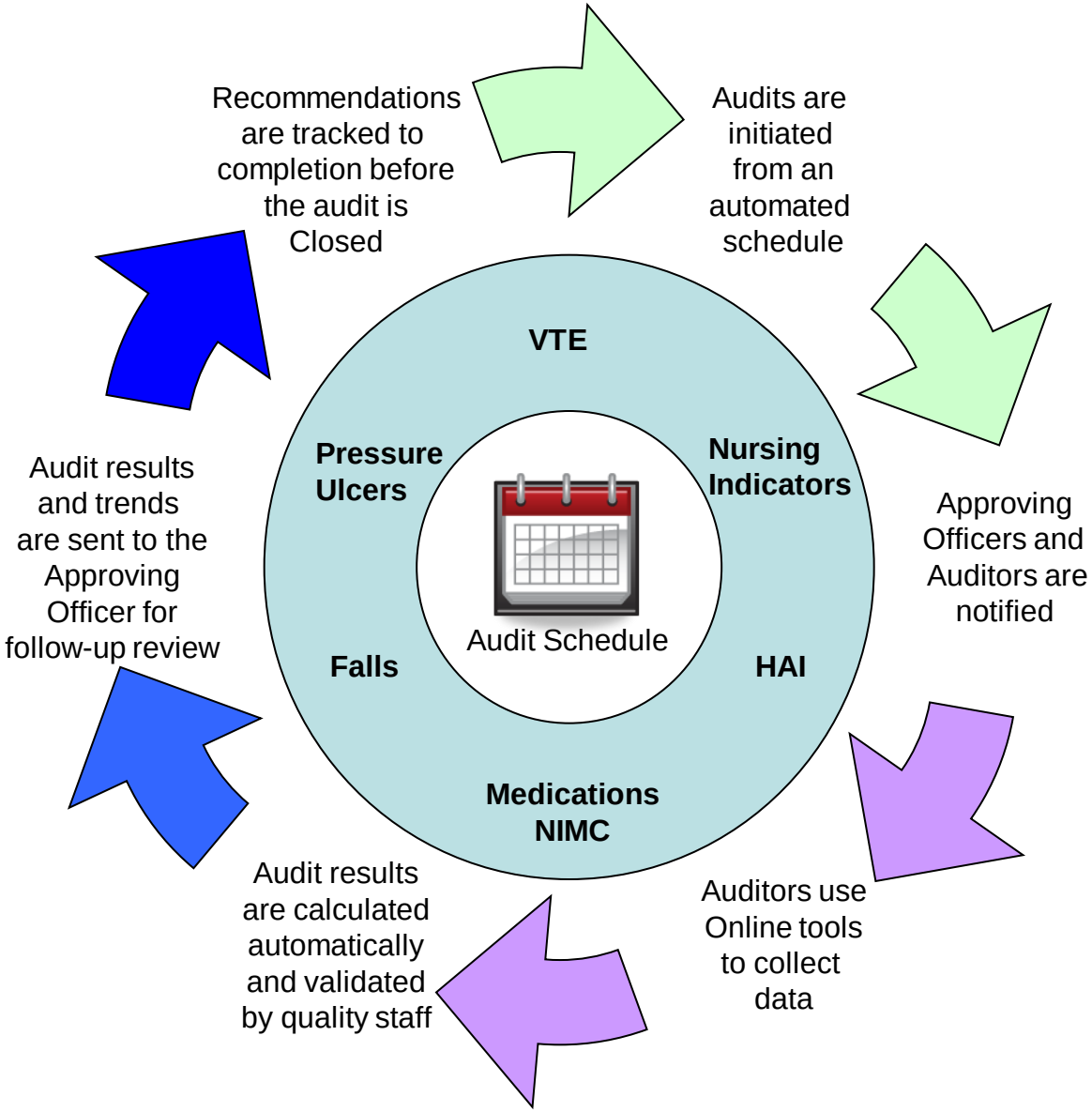
The System for Governance and Performance Management

VHQA Conference 26th May 2016

"Using data to drive change"

Phone +61 7 3211 4444 info@cgov.com.au **www.cgov.com.au**

Case Study – Clinical Audit/Reporting System



Technology

- Australian Hosted SAAS Cloud Infrastructure
- Secure and Available 24 / 7
- Fully redundant & scalable
- Transfer of data is SSL encrypted
- Disaster Recovery and Back-ups (daily two weeks)
- Browser (IE 8 or higher, Chrome, Firefox, Safari) iOS mobile platforms
- XML SOAP server and web services integration