



# CQC Quality Oversight

by  InPhase.

Healthcare Improvement Software

## Service Definition



## Introduction to the service

CQC Quality Oversight from InPhase is for NHS and other healthcare organisations looking for a solution to manage and improve their quality compliance and assurance throughout their organisation.

Quality Oversight is one modular app in the Oversight suite of modular apps and options that provide triangulation of all areas of quality assurance, auditing, inspections, incidents, risk, action plans and performance management to bring a coherent information triangulation to all wards, units, divisions, regions and directorates of a hospital, trust or organisation.

Oversight is the latest generation in patient safety improvement management solutions, designed specifically for the healthcare sector.

Apps are

- **Beautiful and intuitive to use for end users** – saving clinical and administrative time using intelligent Fast Forms that save 1-4 clinical FTE per annum,
- **Easy to manage** – with as much attention paid to the admins user interface, configure and customise your own local questions and workflows quickly and easily
- **Brilliant for reports** – with easy to understand reports at every level for every combination, with built-in learning and action management, and triangulation reports for CQC quality NICE guidance, policy management, audits lifecycle management and more
- **Triangulated** – bringing together relevant information into a single view, dashboard or report, saving money by consolidating systems, and saving time wasted when staff need to collate from numerous sources before they can see what they need
- **Improvement Action oriented**, with actions integrated into each application area and collectively, with Plan-Do-Check-Act built in for each aspect, reducing duplication and making sure that what needs doing gets done.

Oversight has been designed to allow healthcare providers to easily see where they are today, but more importantly, to provide a view of where they aspire to be tomorrow and to provide a framework for how the organisation as a whole is going to make that journey together.



*Oversight is an open and transparent way of monitoring and engaging with front line clinical teams who can interrogate their own data and see how they compare to other areas in the Trust. This enables the Trust to really understand and focus on where the improvement is required. Providing an ability to highlight areas of good practice to drive quality of care across the Trust."*

Sue Hickman, Deputy Head of Governance - The Royal Wolverhampton NHS Trust

Other Module Apps and options available include;

*NHSI Well-led*  
*Policy management*  
*Audit life-cycle management*  
*Incidents and events*  
*Audits, forms and workflow management*  
*Investigations, Claims*  
*Feedback, complaints, compliments*  
*Friends and Family Test*  
*Premise Assurance Model*  
*Ward Accreditation*  
*Board Assurance Framework*  
*Freedom of Information and SAR Case Management*  
*Enterprise Risk Registry*  
*Action Plan Assurance*  
*Performance Management and Improvement*  
*Project Management Office (PMO)*  
*Plan and Outcomes*  
*Integrated Governance*  
*Patient and Citizen Portal*  
*Decision Tracker*  
*My InPhase oversight*  
*Report Designer*  
*App Designer*  
*Live Connect APIs*  
*Data Mart*  
*Microsoft Office 365 Word Report App*

## Microsoft Azure

Available as first choice on Microsoft Azure, with 100% connectivity and 99.95% availability, fully elastic and redundant resources for performance, back-up and business continuity assurance, independently assessed to ISO 27001 and other major standards, the choice for UK government digital.

## Data Integration

Even more value can be fully realised when Oversight is connected to also use real-time information from additional 3<sup>rd</sup> party systems.

Oversight has standard connectivity to almost any source of structured data which can be accessed over your network or cloud including Datix, Perfect Ward (Tendable), Allocate, Oracle, SQL Server, OData, REST, ODBC, OLAP, Excel, and hundreds of other applications.

## On-boarding & off-boarding

InPhase consultants are experts in healthcare and in InPhase and IT. Our solutions team will help you through every step of choices in configuration, training and deployment, and beyond for support throughout your service time with InPhase.

InPhase technical team can provision your access to the Oversight solutions within 24 hours of contract award.

Implementation roll-out planning will be completed with your project team and InPhase consultants in the initial kick-off sessions.

Configuration takes between 2 days and 3 weeks for each app depending on options and historic data availability for import. Define your own additional local questions and workflows for addition to the national frameworks. InPhase can configure these with you, or for you, or you can manage these yourself.

Training for end users is typically under 10 minutes supported by training video. Training for Administrators is 2-6 hours depending on module.

When migrating you from an existing system some clients prefer a 1 – 2 month concurrent running roll over which we are very happy to support.

Off boarding is supported by us with data transfer available to you at all times through easy information export options.

## Customisation

InPhase is a fully customisable platform using the no-code Designer toolsets for forms and questions, reports and apps. Customisation can be undertaken by your own trained internal teams or by InPhase consultants.

## Mobile

Incident Oversight has been designed to be accessible from any browser device. This allows ward or field staff to collect and upload evidence directly to the Incident Oversight application from mobile devices or tablets from the wards or remote locations.

## Report Building Capabilities

In an ideal world all information would be shared or communicated digitally, pulling the latest statistics from real-time connections so all decisions are made upon the facts right now. At InPhase we understand that this is not always possible and that 'static' reports are still an important part of standard processes within all healthcare environments.

To simplify this process Oversight has standard connectivity into the Microsoft 360 suite to provide automated report writing capabilities into Microsoft Word.

## Implementation Overview

The InPhase Oversight Project Methodology consists of the following phases:

- Phase 1 – Mobilisation
- Phase 2 – Information Gathering (organisation structure, services, locations etc)
- Phase 3 – App Configuration (local questions, workflow, reports, upload historic records and live connections from Datix / Perfect Ward /Ulysses / Risk Man / other)
- Phase 4 – Training the Administrator, Train the end user (guides and video)
- Phase 5 – User Testing
- Phase 6 – Go Live

## Support

The InPhase Help Desk is physically located in the UK.

Help Desk is available to accept queries from the customer from 9.00 a.m. to 5.30 p.m. Monday to Friday excluding Bank and Public Holidays.

Extended hours for the Help Desk can be arranged if required by the customer.

Help Desk has a response time of less than 4 hours from initial call.

Our help desk is manned by experts, several with over 10 years experience in InPhase solutions so in the majority of cases a solution to the problem is usually delivered immediately. If a solution cannot be provided immediately, a Zen Desk tracking number is generated for reference and customer self-service tracking. The maximum response time is 4 hours.

If a solution has not been provided within 4 hours, a time and date for further contact will be agreed with the customer and the problem is escalated to the Head of InPhase Development.

Once the problem has been identified, resolution of the problem and any resultant action required will be agreed upon with the customer, depending on the nature of the problem.

If the problem is determined to be a critical issue and has not been resolved within 8 hours, the problem is escalated to the CEO of InPhase. The CEO will agree with the customer Technical Management on the timeframes required to correct the problem.

## Customer Success

InPhase invests substantially in after sales services for Customer Success including

- National User Group
- Regional user groups
- Health and public sector specific user groups
- Update training power hours
- Annual user group conference
- Tech support help desk
- Consulting help desk
- On-line user community
- Success Map assessment tool
- Account manager and single point of contact
- Access to on-going consulting expertise including market specific expertise
- Topic based web Conferences approximately monthly

## Any queries

For any enquiries about InPhase please contact

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