

G-cloud 15 service definition - CarePulse care quality monitoring

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Crown
Commercial
Service
Supplier

About Evalucom

Evalucom are a software and consulting SME specialising in digital innovation and collaborative solutions.

Our mission is to improve health and social care quality, market sustainability and value for money. Our solutions are shaped by our experience working in close partnership with commissioners and providers of health and social care services. Collaboration is at the core of everything we do.

We are experts in Continuing Healthcare (CHC), Domiciliary Care markets, Care Home markets, and Any Qualified Provider (AQP) procurements.

CarePulse is our online market management platform. CarePulse is the technology backbone for our market analysis, cost modelling, procurement, contract management and quality monitoring solutions.

Our values



Making a real difference that benefits society



Supporting our people to grow



Committing to quality in everything we do



Demonstrating integrity in everything we do

Quality monitoring

Our CarePulse quality monitoring solution supports local quality assurance processes and identifies areas requiring further investigation.

We use CarePulse to collect, validate, analyse and publish of monthly quality information against a standardised set of reporting metrics.

We manage the return of data requests and actively follow up with providers to resolve late or outstanding submissions.

Online interactive dashboards update in real time as soon as data is submitted and are available to providers and commissioners to view at any time.

Providers can access their own dashboard to see performance against the local average or their own historic data. We believe that a critical part of the quality monitoring is sharing analysis with the providers that report the data. This supports providers to be proactive about quality monitoring and demonstrates that the information they spend time supplying is used by the commissioners.

Commissioners can view both individual provider dashboards and aggregate dashboards.

Each month we run an outlier analysis, ask homes with outlier values to provide comments, and share this additional detail with the commissioners.

We also facilitate six-monthly qualitative reporting on commissioner-suggested topics to identify good practice and where providers need support. Responses are collected via CarePulse and published on the online dashboards.

About CarePulse

CarePulse is an innovative and collaborative commissioning support solution focused on patient choice and care quality. We develop CarePulse through agile co-development with users, shaped by regular feedback. System monitoring and analytics guide ongoing improvements.

CarePulse is designed to collect information once and share it widely across the public sector, providers, and relevant third parties. Appropriate elements, such as the DoS and quality dashboards, are freely available to anyone in the UK public sector.

We use modern technologies to support compatibility with current web browsers and operating systems, with accessibility considered throughout. CarePulse is developed and deployed internally. It undergoes code review, automated unit testing, functional testing, and integration testing before release to the live environment.

