

Tendable - Digital Accreditation Platform

Tendable's Accreditation Platform is a dedicated digital solution for ward and unit accreditation across all NHS settings (wards, outpatients clinics, theatres, community, ambulance stations). It empowers healthcare organisations to embed continuous quality assurance into everyday practice and to build in staff recognition schemes to engage all staff in quality. Designed specifically for frontline clinical teams and management, this platform strengthens daily quality assurance across health and social care teams by making accreditation audits simple, standardised, and meaningful and streamlining the accreditation administration and reporting process. The result is a robust, evidence-driven accreditation process that **proves compliance with recognised healthcare standards** without the scramble for last-minute evidence, driving a culture of excellence from ward to board.

Digitising Accreditation for Consistent Compliance

The platform replaces paper checklists and ad-hoc spreadsheets with a **mobile-first, real-time data capture** approach. Nurses and auditors can complete accreditation assessments on a smartphone, tablet, or desktop – even offline – ensuring no ward or clinic is left behind due to connectivity. Every audit is based on your chosen framework, fully **customisable to any accreditation standard** (from internal NHS Trust quality standards to external frameworks like Magnet or Pathway to Excellence). Scoring systems are configurable (e.g. Gold/Silver/Bronze or percentage ratings) to fit your scheme. This digital standardisation ensures **consistent, accurate collection of accreditation evidence**, which optimises workflows and frees up staff from tedious admin. By capturing evidence at the point of care, teams improve compliance through timely completion of mandatory audits and get instant feedback on results. In short, Tendable's solution builds a reliable audit trail and **objective evidence base** for every unit; dramatically **reducing the risk** of missed criteria and enabling structured, continuous compliance tracking.

Engaging Frontline Teams in Quality Assurance

Tendable's platform is built with a **co-design approach** – we call it the “Tendable Touch.” Frontline staff and clinical leads are involved in configuring the system to ensure it's intuitive and fits naturally into ward routines. This user-friendly design **engages frontline teams**, making quality improvement activities simple and meaningful rather than a tick-box burden. Audits can be scheduled and assigned to the right people at the right time, prompting multidisciplinary participation (nurses, allied health professionals, managers and others all have appropriate roles in the process). Notifications and reminders ensure that required accreditation checks are completed on schedule, which **improves compliance rates** and embeds quality checks into day-to-day care. Staff can flag issues or highlight areas of excellence during an audit, initiating **two-way communication and action tracking** within the platform. This means any shortcomings identified are immediately visible to those responsible, who can take corrective action and update progress in real time. By involving staff and closing the feedback loop, the platform not only checks boxes but genuinely **strengthens everyday quality assurance** on the ward, empowering teams to own their improvements and see the impact of their actions.

Continuous Compliance Tracking and Risk Reduction

Rather than treating accreditation as a one-off annual inspection, Tendable supports a continuous improvement cycle. Every audit and action is recorded centrally, allowing for ongoing monitoring of quality performance across wards and departments. **Real-time analytics and AI-driven risk stratification** turn raw audit data into actionable insights. At a glance, leaders can see trend lines and comparisons: which wards are consistently performing well, and which need extra support. The volume and significance of flagged issues or incomplete criteria are automatically analyzed – providing an instant read on risk levels trust-wide. This structured, data-driven approach **reduces risk** by identifying problem areas early and ensuring nothing falls through the cracks. Teams can track their own performance over time via intuitive dashboards, spotting **performance trends** and recurring issues. These insights drive a cycle of **continuous and sustained improvement**, as staff can celebrate improvements or intervene promptly when standards start to slip. With every cycle of audit and feedback, quality levels are elevated, and compliance becomes a habit rather than a hurdle.

Governance Oversight and Objective Evidence

For clinical governance leads and boards, Tendable's Accreditation Platform delivers full visibility and assurance. All accreditation results roll up into **clear governance dashboards**, providing an aggregated view of quality across the organisation. At any moment, executives can review which wards are meeting standards and where there are gaps, with the ability to drill down into detailed reports. The reporting features are designed to be “board-ready,” meaning key quality indicators and compliance metrics are presented clearly for decision-makers without additional spreadsheet work. Crucially, the platform provides **clear, objective evidence for accreditation reviews** and external inspections. Every audit response, attached piece of evidence (such as photos or documents), and action taken is time-stamped and stored – creating an automated audit trail against each standard. This means when assessors or regulators ask for proof of compliance, the information is readily available, up to date, and trustworthy. Tendable's solution **proves ongoing compliance with recognised standards** by documenting it continuously, so your teams aren't rushing to gather evidence at the last minute. The robust evidence base also lends credibility and rigor to internal accreditation panels, ensuring that awards like Gold or Silver status are backed by data. Ultimately, leadership gains confidence that quality governance is under control, supported by real-time information and comprehensive documentation.

Seamless Integration and Expert Support for Implementation

Implementing the Tendable Accreditation Platform is a collaborative process guided by our clinical and change management experts. We work closely with your quality and IT teams to configure the system to your specific needs – from aligning with your existing accreditation framework to integrating with your digital environment. Tendable is **integration-agnostic**, capable of exporting data to business intelligence tools like Power BI or feeding into electronic patient record and risk management systems. This ensures the accreditation data can sit alongside other metrics and that you can build on existing NHS reporting workflows. Our team's

expert support doesn't stop at technical setup; we partner with you to drive adoption through training, workshops, and the Tendable Touch co-design approach. Frontline users are involved early, helping tailor the question sets and interface to be as practical and engaging as possible. This thoughtful implementation means the platform is not imposed from above but grown from within your teams, leading to higher uptake and meaningful use. With Tendable's support, organisations quickly see the platform becoming an integral part of their quality assurance and accreditation programme; one that **delivers clear oversight, engages staff, and drives continuous improvement** long after go-live.

The core product

- Accreditation aligned audit suite – configured by Tendable experts to meet your organisations accreditation goals
- Tailored reporting and dashboards to enable the accreditation objectives of your organisation
- Collaboration and validation tools to allow teams to work together in preparation for and execution of complex accreditation reviews.

Additional modules

A number of Tendable modules will add richness to an organisation's accreditation goals:

Additional audit applications

Audit programmes allied to but not driven by the Accreditation outcomes are an obvious add on once teams are already using the product.

Each audit topic rolled out across your organisation can be procured incrementally or enterprise wide coverage can be procured.

Checklists

Manage equipment and service compliance using Tendable to record checks, identify problems and notify staff of purchasing and maintenance needs.

Patient feedback

Easy access patient feedback at ward and clinic level allowing both mandatory and locally driven feedback all integrated into the tendable reporting and quality structure.

Staff feedback

Provide a channel for feedback outside of the quality audit and incident structures, providing an opportunity for faster identification of less structured issues and their resolution.

Regulatory compliance

Test your organisation at a unit and organisation wide level against the prevailing regulatory standards, be it CQC guidelines or more specific standard sets such as JAG.

Improvement planning

Take management of single issues identified in inspection, audit and incident processes up a level to manage multi-event or generic issues through identification, resolution planning and execution and closure.

Integrations

Tendable can integrate with complementary products either instead of proprietary Tendable modules and additional fields such as hospital EPRs.

In each case the integration will enable the user to enrich their view of quality across more data context and also allow time savings in quality assurance through sharing of data including with the Federated Data Platform.

Enhanced service plan

Accreditation is a complex programme to sustain and therefore we only offer the Enhanced serviced plan with an Accreditation centred plan.

The Extended service plan provides Tendable support to both validate programme changes at a clinical level, using Tendable clinical experts, and also to execute changes utilising the product to the best of its ability.

The enhanced plan also ensures that complex reports and analysis can be tailored and continually adjusted to ensure Accreditation goals and outcomes can always be clearly demonstrated visually and tracked

The enhanced plan also comes with proactive analysis and feedback on customers programmes at a detailed level to allow a programme of continuous improvement based on enhancement of quality process alongside customer improvement programmes.