

COMPLIANCE & REPORTING SOLUTION

SERVICE DEFINITION



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1. Access Levels + Pricing

Two levels of access to the MEDSU system are available:

FREE ACCESS:

Means completely free in perpetuity access to individual professional users- with restricted access to some functionality

SLA PLANS:

The charge for more comprehensive MEDSU system access ranges from £3-£15 per user per annum depending on the volume of users, professional group, specific functionality and length of contract.

The minimum contract length is 12 months.

Discounts for bulk licence purchases and terms longer than 1 year are available.

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/applications

*Full trial system access is available to hospital organisations on request

2. Service Overview

The MEDSU Compliance & Reporting Solution is an advanced open compliance solution for the healthcare sector..

The system facilitates the creation, validation, assurance, tracking and communication of compliance requirements, data and workflows.

Covers all major areas of healthcare professional compliance, including mandatory training, policy acknowledgement, occupational health, identity, criminal record, qualification, language checks.

Healthcare professionals, who are increasingly globally mobile benefit from a portable compliance passport solution, enabling them to practise anywhere.

Organisations benefit from a highly efficient system, that minimises workflow friction and duplication.

MEDSU Compliance can dramatically enhance governance accountability and assurance in the area of HR compliance.

Built to accommodate and work with the mobility of professionals within the health care labour market, and supports healthcare industry professionals and workers with a portable compliance system.

Fully integrated with MEDSU governance systems, including MEDSU Doctors, Nurse and AHP Appraisal and MEDSU Knowledge.

MEDSU Compliance automates and assists the function of HR compliance teams, supports Health Care professionals with their compliance obligations.

MEDSU Compliance & Reporting provides continuous assurance on the state of compliance within organisations with immediate automated alerting and reporting on incidents of non-compliance.

3. Key Features

- Cloud based
- Secure access from anywhere 24/7
- 2FA Authentication available
- All Health Care Professions Accommodated
- Handles both Professional and Organisational requirements
- Integrated with MEDSU healthcare professional Appraisal
- Integrated with MEDSU Knowledge, including Statutory Mandatory Training
- Integrated with External Verification + Notary Services
- Mobile applications available
- Fully automated workflow
- Compliance certification snapshots
- Clear presentation of compliance obligations
- Easy update of compliance documents and data

+ Administration Features:

- Granular control of compliance requirements
- Compliance requirements by worker group (Invasive procedure, vulnerable adult, child worker, radiation worker etc)
- Compliance requirements by professional group (Doctor, Nurse, Allied Health care, Dentist etc)
- Override group policy at individual worker level
- Comprehensive and flexible system
- Global library of common compliance items
- Request custom/private compliance items for organisation
- Live dashboard of organisation compliance
- Powerful reporting functionality
- Allocation of Compliance workflows

4. Statutory & Mandatory Training

The UK Core Skills Training Framework (CSTF) sets out 11 statutory and mandatory training topics for all staff working in health and social care settings.

It is the responsibility of individual health and social care employer organisations to ensure that their workforce complete the appropriate training to comply with their statutory and mandatory requirements.

Our Commitment to Mandatory Training Compliance

Meeting Framework Supply requirements for agency staff and NHS employers

Our accredited online Mandatory Training course ensures all healthcare professionals meet the statutory requirements of the NHS and private healthcare sector regulated professional Codes of Conduct. Our course supports health and social care professionals in achieving the standards set by regulatory bodies and in meeting organisational obligations.

Mandatory Training for Healthcare professionals covers all the legislative and regulatory requirements for all healthcare personnel to work safely and efficiently, as well as reducing the risk of litigation.

We are committed to keeping up to date with changes in relevant UK legislation, national directives and requirements on the mandatory training programme to ensure that it reflects changing legal, risk and service requirements.

Our Mandatory training package has been designed for new and experienced healthcare and social care workers alike, to meet the compulsory regulatory training requirements for all healthcare workers and can be used for induction or annual mandatory refresher training for all medical staff.

About our CSTF Mandatory Training Package

Our CSTF aligned mandatory training package has been designed for busy health and social care workers and professionals who work in NHS hospitals, private hospitals and related settings, such as nurses, doctors, allied health professionals and health and social care support workers, as well as locum doctors, agency nurses, support workers and healthcare assistants.

24/7 Accessible E-Learning

Healthcare professionals can access all of our Mandatory Training package modules 24/7, 365 days a year, from the date of their first registration on our portal.

Training is readily accessible online using any device with internet connectivity to complete each section, enabling users to learn at their own pace. Users can either complete the training in 1 day or leave and resume the modules at any time and place convenient to their individual circumstances.

Progress is continually saved and can be readily accessed for continuation and completion. After each learning module and upon successful completion of an end of course assessment; users can download, save, print or email their CPDUK/Ofqual accredited training certificates.

CSTF Mandatory Training Package Modules

Our online Mandatory Training package covers the following 11 modules:

- CSTF Health and Safety and Welfare
- CSTF Information Governance and Data Security
- CSTF NHS Conflict Resolution, England
- CSTF Equality, Diversity and Human Rights
- CSTF Safeguarding Adults – Level 1 and 2
- CSTF Safeguarding Children – Level 1 and 2
- CSTF Preventing Radicalisation
- CSTF Infection and Prevention Control – Level 1 and 2
- CSTF Moving and Handling
- CSTF Fire Safety
- CSTF Resuscitation – Level 1 and 2

5. Service Management Details

MEDSU has a highly experience team of product developers, account managers and revalidation administration professionals.

A dedicated freephone helpdesk is available between the business hours of 09.00 – 17.00 Monday – Friday.

24/7 system support is provided via the UK-based data centre with robust back-up and disaster recovery procedures.

Development is carried out within a secure development environment, and the MEDSU cloud is subject to regular penetration testing

All MEDSU personnel are in-house, no elements of the service is outsourced to third parties.

6. Service Constraints

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/ applications

Maintenance periods are kept to a minimum and 99.99% uptime is guaranteed. Maintenance releases to the system as part of a programme of routine maintenance and development to new areas of the system will be conducted out of business hours.

7. Training

Onsite training can be arranged on request.

The system has been designed to make access and use of its functionality highly intuitive minimising the need for training.

The system utilises in-built help guides and video tutorials to provide users with quick-start system guidance .

MEDSU provides a freephone helpline for additional help and support of users, and a variety of bespoke support options, contingent on licencing volume and SLA level.

8. Ordering and Invoicing Process

MEDSU will create a Service Level Agreement once contractual terms and pricing are agreed. Once the SLA is accepted the service will commence according to the schedule and details set out n the SLA

Payment terms are no later than 30 days after receipt of invoice.

Subject to the period of an agreed contract, payment can be made annually in advance of the ongoing provision, or upfront for the entire contract duration.

If annual payment is made, new users will be added at pro-rata charge and added in full the following year to ensure the SLA is maintained at the appropriate level

9. Service Migration

MEDSU will assist in the migration of data.
The client will need to assign resource to this project.

10. Client Responsibilities

The client shall need to allocate resources for implementation and deployment of the system as well as ensure the ongoing local administration of the system. MEDSU will ensure that appropriate Super User training is provided during the implementation phase.

11. Technical Requirements

An internet connection and modern web-browser is all that is required.
MEDSU recommend the following browsers: Chrome, Firefox, New Edge.

MEDSU cannot be held accountable for the quality and availability of a client's own network, computers and virus protection

12. Trial Services

Access to a full trial system is available on request.

13. About MEDSU

We are an independent Healthcare Governance organisation, facilitating programs of Healthcare Governance, Continuing Professional Competence, Revalidation and Relicensing since 2011.

We provide administration, training, technology, support and expertise to empower all healthcare professionals and organisations to meet regulatory requirements.

More information is available on our public facing website:
<https://medsu.info/>

14. Quality Assurance

We are committed to a program of continuous quality assurance and improvement as an organisation. MEDSU is an ISO 9001, 27001, 45001, 22301 and 14001 quality assured organisation. Accredited via the British Assessment Bureau BAB and the UK Accreditation Services UKAS.

15. Contact

MEDSU is an experienced partner in the delivery of technology and services for Healthcare Governance.

In addition to our standard products and services we are available to discuss bespoke requirements and provide consultation.

If you have an enquiry regarding our services and support for healthcare professionals and organisations, please reach out and get in touch with us. We're here to help.

Email – contact@medsu.org

Telephone - 0800 689 9434

