

Patient Outcomes, Patient Experience Feedback, Friends & Family Test (FFT), Staff Surveys, Survey Consultancy, Outcomes & Audit

GCloud 15 Service Definition

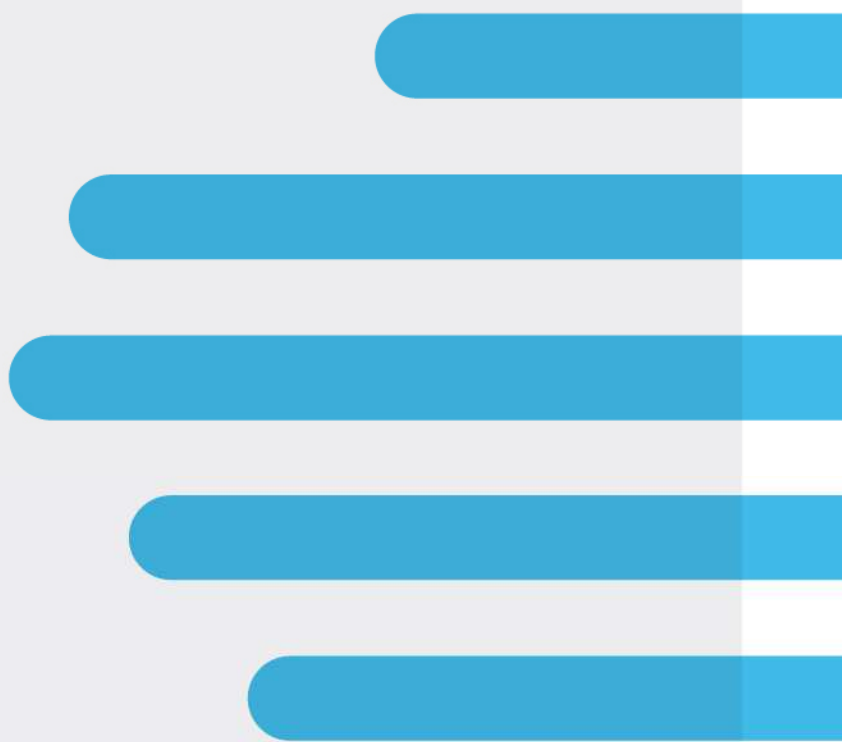


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SERVICE DEFINITION

A comprehensive description of the range of services provided is offered on our website at <https://www.iqvia.com/locations/uk-and-ireland/library/brochures/online-patient-experience-audit-and-outcomes-management>.

Our key services and the related modules (which can be purchased separately or as a package) are outlined below:

1. Patient Experience

An end-to-end total solution for all Patient Experience requirements. Usage is unlimited in order to facilitate free expansion of the number of surveys and type of data captured, which enhances understanding of the key drivers and results. The scope of the solution includes IQVIA Connection, a user-friendly survey creation and reporting solution designed to help Trusts engage with patients and encourage staff to interact with the data through friendly interfaces. The Trust is fully supported by a team of experts able to help, advise and guide on best practice:

- Real time data capture from any channel including tablet, phone, PC, paper, SMS etc.
- Full programme design and implementation
- Provision of standard questionnaires/surveys
- Survey design and validation, and launch advice
- Forensics including drill down from Dashboard to individual survey
- Results interpretation and training
- Data import and export

Thematic reporting to support forensics and third party reporting e.g. CQUINs, CQC

- Automated triggers including performance improvement plans
- Reporting including, National FFT Submission, Heatmaps, league tables, KPI reports, SPC charts
- Editable Dashboards for public and internal use

Quality, Audit & Risk Management

An end-to end total solution for Healthcare Audit requirements. Usage is unlimited in order to facilitate free expansion of the number of surveys and type of data captured, which enhances understanding of the key drivers and results. The scope of the solution includes:

- Real time data capture from any channel including tablet, phone, laptop etc.
- Library of Audits - access to an extensive library of healthcare audit questionnaires
- Specialist/National audits e.g. National Cleaning Audit (tailored data capture and reporting)
- Audit Planning Tools - allows for scheduling, monitoring and management of audit process
- Reporting - real time reporting views available at all levels e.g. ward to board
- Thematic reporting to support forensics and third party reporting e.g. CQC
- Forensics including drill down from Executive dashboard to individual survey
- Actions and alerts - turning information into action through real time alerts of issues and non-compliance.

- Data import and export
- Business Intelligence tools – interpretation of results and initiation of further actions
- Interpretation of results and initiation of further actions

Outcomes

A highly flexible and effective tool for measuring Outcomes. The solution can be purchased by specialty or for multiple/all specialties. Usage within specialties is unlimited to facilitate free expansion of the number of surveys and type of data captured, which enhances understanding of the key drivers and results. The scope of the solution includes:

- Real time management of survey programs to measure Outcomes e.g. PROMs, health gain, sentiment improvement
- Real time data capture from any channel including tablet, phone, laptop etc.
- Tracking of outcomes by patient and by group/cohort
- Segmentation of populations
- Benchmarking and alerts
- Flexible survey format to support concurrent programs
- Real time reporting and analysis of Outcome results

Workforce

An end-to-end solution for measurement of staff experience across the multiple touch points of their employment lifecycle. Isolation of Staff data enables triangulation with patient and visitor data and provides evidence to support considered actions.

Usage is unlimited in order to facilitate free expansion of the number of surveys and type of data captured which enhances understanding of the results and the key drivers of cost and productivity and their effectiveness on the ground. The scope of the solution includes:

- Loyalty and advocacy
- Recruitment, induction and training
- Departures
- Absenteeism
- Barriers to return to full time work
- Satisfaction and motivation
- Issues and concerns
- Health & Safety

Training

We provide full training for the use of the system. A dedicated program is conducted, designed to meet the requirements of each Client, any new functionality is provided alongside training on how to use it.

Service Management

Our system is tailored to meeting the requirements of each Client, with automated updates provided via the network with minimal service disruption.

We provide support via Service Desk, email and telephone. Our support team is available Monday to Friday from 9:00am to 5:00pm.

2. IQVIA National Staff Surveys

Quality Health (an IQVIA Company) has provided comprehensive support to NHS Trusts deploying the National Staff Survey and Pulse surveys since 2004. The service includes dedicated assistance from our offices based in Chesterfield with a focus on communication and rapid deployment into fieldwork, raising the chances of increased responses rates. This is supported by the largest comparator group and access to a dynamic reporting platform.

Service includes:

- Fully managed service with proactive Project Management
- Step by step guidance and support covering pre-survey communication, mobilisation, data sampling, fieldwork and reporting
- Dedicated customer support team available via phone and email Full range of methodologies – paper, online, mixed
- Survey design advice
- Response rates available in real time and regular updates communicated to the team
- Helpline available for Staff
- Static reporting including detailed response tables, heatmaps, people promise scoring and free text comments
- Full management reports*
- Board Level presentation of results by an IQVIA expert*
- Online dynamic reporting solution
- Thematic analysis*
- Bespoke reporting options*
- Quarterly Pulse survey

*subject to additional charge based on agreement of requirements.

3. IQVIA National CQC Surveys

Quality Health (an IQVIA Company) has provided comprehensive support to NHS Trusts deploying the National CQC surveys since 2004. The service includes dedicated assistance from our offices based in Chesterfield with a focus on communication and assisting already busy teams in preparing for and delivering the nationally mandated surveys of:

- Adult Inpatient
- Maternity
- Children and Young people's Inpatient
- Urgent and Emergency Care
- Community Mental Health

IQVIA's Service offer includes:

- Fully managed service with proactive Project Management
- Step by step guidance and support covering mobilisation, data sampling, fieldwork and reporting
- Dedicated customer support team available via phone and email
- DBS Checks undertaken by the IQVIA team
- Response rates available in real time and regular updates communicated to the team
- Helpline available for Staff
- Helpline for patients including access to translation facilities
- Static reporting including detailed results tables, benchmarking, comments breakdown and full management report
- Board Level presentation of results by an IQVIA expert
- Online dynamic reporting solution
- Thematic analysis*
- Bespoke reporting option*

*subject to additional charge based on agreement of requirements.

Contact IQVIA

For further information about this service please contact us at:

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