



CERTUS TECHNOLOGY
A s s o c i a t e s L i m i t e d

TACTIC

Peer Review Case Management

G-Cloud 15 Service Definition
Document

Lot 2b: Software as a Service (SaaS)

Introduction

This document is intended to supplement the information submitted on the Digital Marketplace for G-Cloud 15 for TACTIC. It provides an overview of the platform's core functionality, its features and benefits.

TACTIC is a software service which constantly evolves to meet the needs of the users. For the latest detail of the features and functions visit www.certus-tech.com

Company Overview

Solutions that transform the healthcare landscape

Certus is at the forefront of the life sciences and healthcare industry in the UK, developing solutions to support clinicians, healthcare professionals and healthcare providers to improve patient care, their outcomes, and operational efficiencies.

What we do

Using our expertise in software development, data management, modelling, and analytics, alongside our technical platforms, we support you in developing and delivering solutions for clinical research, quality assurance, and healthcare operations.

Who we work with

We work across the life sciences sector, research institutions, and the NHS, enabling end-to-end solutions for more effective patient care.

TACTIC Capability Statement

Peer Review Case Management

Executive Overview

TACTIC Peer Review Case Management (PRCM) is a secure, cloud-based SaaS platform that standardises and automates clinical peer review workflows for diagnostic services. Designed to support high-risk, interpretation-led processes such as newborn Auditory Brainstem Response (ABR) testing, PRCM replaces informal, manual, and spreadsheet-driven peer review arrangements with a consistent, auditable, and standards-aligned digital workflow.

The platform enables clinical networks to operate structured external peer review at scale—supporting tester, reviewer, and moderator roles within configurable peer review groups. By embedding nationally recognised peer review principles directly into day-to-day clinical workflows, PRCM improves diagnostic confidence, reduces clinical risk, and provides continuous insight into service quality and performance.

Specifically aligned with UK newborn hearing screening and paediatric audiology guidance, including the British Society of Audiology principles for external peer review of ABR testing, TACTIC PRCM provides a robust digital foundation for safe, transparent, and learning-oriented clinical governance.

While TACTIC PRCM has been designed in the context of newborn ABR peer review, the platform is not limited to a single diagnostic domain. The underlying case management, workflow, and review framework can be configured to support other interpretation-led diagnostic services that require structured peer review, such as echocardiography. Workflows, data capture, and review criteria can be adapted to reflect local clinical practice and national guidance, allowing PRCM to be deployed beyond audiology where peer review is a core component of clinical governance.

TACTIC PRCM is available configured as a SaaS platform to support newborn ABR testing peer review processes under Lot 2b. Where deployment to additional diagnostic services requires workflow design, data model configuration, or integration activity, these adaptation services are available under G-Cloud Lot 3. Further details are available in G Cloud 15 Lot 3 (Cloud Support) and at www.certus-tech.com

Why TACTIC PRCM and not electronic documents?

Generic document management or case tracking systems are often used to store peer review artefacts, but they do not run the peer review process itself. TACTIC PRCM is purpose-built to operationalise clinical peer review as a governed, auditable, and improvement-focused workflow.

Key differentiators include:

Peer review as a first-class workflow

PRCM embeds peer review logic—role separation, independent allocation, moderation, and escalation—directly into the system. Generic DMS platforms rely on manual processes, email coordination, and local conventions to achieve the same outcomes.

Designed for clinical interpretation, not just documents

PRCM manages cases, evidence, reviewer decisions, and improvement indicators as structured clinical data. In contrast, DMS tools primarily manage files, leaving interpretation, comparison, and learning outside the system.

Built-in independence and governance

Automated allocation across peer review groups ensures independence and reduces bias without additional administrative effort. Generic systems depend on manual controls that are difficult to evidence and audit.

Actionable quality insight, not retrospective audit

PRCM continuously aggregates review outcomes and performance metrics, providing live insight into service quality and variation. Traditional systems typically support only retrospective audits built from manually collated data.

Direct linkage to workforce development

Unlike standalone DMS solutions, PRCM connects review findings directly to training and competency management through TACTIC Workforce—closing the loop between clinical quality, learning, and service sustainability.

In short:

TACTIC PRCM moves peer review from a passive record-keeping activity to an active, learning-driven clinical governance process.

Core Capabilities

1. Standardised Peer Review Workflows

TACTIC PRCM delivers configurable, role-based peer review workflows that standardise how diagnostic cases are reviewed across organisations and regions. Clearly defined tester, reviewer, and moderator roles ensure independence, consistency, and clinical accountability throughout the review cycle.

Cases are managed through controlled review pools with automated or self-selected allocation, supporting both routine reviews and escalated moderation for complex or disputed cases. By formalising peer review pathways within the system, PRCM removes reliance on informal communication, manual coordination, and local workarounds—reducing risk and variation in clinical decision-making.

2. End-to-End Case Tracking and Auditability

PRCM maintains a complete, traceable lifecycle for every case, from creation through review, moderation, and closure and to a final case archive. All associated artefacts—such as audiograms, reports, reviewer feedback, and improvement indicators—are securely linked and preserved within the case record.

This end-to-end visibility provides a robust audit trail that supports clinical governance, inspection readiness, and commissioner assurance. Live dashboards track review activity, turnaround times, and outcomes, enabling service leads to identify bottlenecks, monitor compliance with agreed timescales, and intervene early where performance deviates from expected standards.

3. Integrated Quality and Staff Development

Uniquely, TACTIC PRCM connects peer review outcomes directly to workforce development. Structured improvement indicators captured during reviews can be aggregated and analysed to identify recurring themes, variation in practice, and emerging training needs at individual, team, and service levels.

These insights integrate with TACTIC Workforce, enabling targeted training plans, competency updates, and evidence-based professional development. This creates a closed-loop model of continuous improvement, where real clinical cases directly inform learning, strengthen compliance with nationally recognised standards, and support long-term service resilience.

4. Configurable Framework for Multiple Diagnostic Domains

TACTIC PRCM is built on a configurable peer review framework rather than a fixed, single-purpose workflow. Review stages, role definitions, escalation paths, data collection forms, and reporting outputs can be tailored to support different diagnostic services and clinical standards.

This flexibility allows PRCM to be applied beyond newborn ABR testing—for example in services such as echocardiography—where structured peer review, independent interpretation, and auditable decision-making would be advantages where adopted. Configuration ensures that each service can implement peer review processes aligned to its own governance models while maintaining a consistent, enterprise-grade approach to assurance and quality improvement.

Business Outcomes

Strengthened Clinical Governance and Reduced Diagnostic Risk

TACTIC PRCM embeds structured, standards-aligned peer review directly into routine clinical workflows, replacing fragile, spreadsheet-based processes and informal coordination. Every review decision, escalation, and outcome is recorded within a controlled workflow, significantly reducing the risk of missed cases, undocumented decisions, or inconsistent review practices. This provides services with a dependable governance framework for high-risk, interpretation-led diagnostics such as newborn ABR testing.

Improved Operational Performance and Decision Speed

With clear visibility into review statuses, turnaround times, and potential delays, laboratory and diagnostic managers can proactively address bottlenecks. The platform accelerates the movement of cases through the review cycle, leading to faster results for patients and more efficient use of clinical staff time.

Faster, More Predictable Review Cycles

TACTIC PRCM removes a significant hidden workload from newborn ABR peer review by eliminating the manual marshalling of audiogram files, spreadsheets, and email correspondence that typically surrounds the clinical review itself. Case assembly, allocation, tracking, and follow-up are handled within a single structured workflow, allowing clinicians to focus their time on interpretation and decision-making rather than administration.

In services using spreadsheet- and email-based approaches, a material proportion of reviewer and coordinator time is consumed by non-clinical tasks such as file preparation, version checking, chasing responses, and manual audit. By automating these activities, PRCM consistently releases clinical and senior staff time back to patient-facing work and complex case review.

Real-time visibility of case status, allocation, and turnaround times enables managers to proactively manage review workloads and intervene early where delays emerge. Automated allocation and clear role separation reduce coordination overhead and rework, accelerating the progression of cases through the review cycle. The result is faster feedback to testing clinics, improved predictability of review turnaround, and direct protection of scarce specialist capacity within paediatric audiology services.

Evidence-Based Compliance and Inspection Readiness

PRCM produces a complete, traceable record of peer review activity aligned to nationally recognised clinical guidance and quality standards. Services can readily demonstrate how peer review is conducted, monitored, and acted upon—without relying on manual audits or retrospective data collation. This supports accreditation, commissioner assurance, and regulatory inspections while substantially reducing preparation effort.

Continuous Quality Improvement Linked to Workforce Development

Rather than treating peer review as a standalone assurance activity, PRCM captures structured improvement indicators that reveal patterns in interpretation, technique, and case management. These insights feed directly into targeted training and competency management through TACTIC Workforce, creating a closed-loop improvement model that strengthens individual capability, team performance, and long-term service resilience.

Scalable, Networked Peer Review Across Organisations

Designed for collaborative healthcare delivery, TACTIC PRCM enables peer review to operate consistently across multiple services, organisations, and regions. Shared workflows and common review standards support regional alignment, mutual aid, and access to specialist expertise, while still respecting local accountability. This makes PRCM well suited to integrated care systems and networked diagnostic services.

Reusable Peer Review Capability Across Services

By providing a configurable peer review platform rather than a single-condition solution, TACTIC PRCM enables organisations to standardise how peer review is delivered across multiple diagnostic services. This reduces duplication of systems, simplifies governance, and creates a consistent approach to audit, performance monitoring, and learning across clinical domains.

Certus - Why Us?

Certus Technology combines two decades of business experience with a fresh, innovative approach to SaaS. We've developed, built, and operate TACTIC to help our customers succeed in an evolving digital landscape. Our end-to-end expertise ensures a perfect fit for your requirements, covering everything from initial engagement to full-scale deployment and dedicated support.

Certus - Contact Us

If you would like to learn more about TACTIC and how it would support your organisational to deliver a high-quality service please contact us at:
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