**Expression of Interest Brief for A Combined Incident, Risk Audit and Quality Assurance System**

1. **Introduction**

To enable the Trust to improve its data capture, management, and triangulation it is looking to procure a single system solution that will meet the Learning from Patient Safety Events and the Patient Safety Incident Response Framework compliance, and also provide the Trust with a digital and reportable solution for:

* Organisational Risk
* Incident Reporting
* Serious Incidents
* Mortality Reviews
* Policy Management
* Complaints Management
* Legal Claims
* NICE Framework
* Audit
* Performance
* CQC Oversight
* Board Assurance
* Patient Feedback
* FOI’s and Subject Access Requests

The solution must be compatible with the Trust Data Warehouse.

1. **Background**

The Trust gather a variety of data to support national and local reporting and intelligence. Currently this data is captured across multiple solutions including bespoke digital systems, Microsoft products and paper. None of these systems interact or fully integrate into the Trust data warehouse. In additional our Corporate Assurance team also use the current risk solution to manage corporate risk.

Our Nursing & Facilities directorate also work closely with other internal departments to provide a range of other corporate support services and outputs; therefore, the system must be easily accessible, intuitive to use and provide a variety of outputs.

1. **T****he Trust Clinical Strategy and Board Assurance Dashboard**

The Trust has set out plans to improve its use of data through automation, training, and governance. Central to this is the Trust Performance Dashboard, however the Trust and Clinical Strategy and the Trusts ambition to achieve What Good Looks Like (WGLL) and WGLL in Nursing (WGLLIN) will also benefit from such developments.

1. **Project Overview**

RDaSH is seeking to secure a single system solution to support across its Incident, Risk, Audit and Assurance frameworks.

This procurement is not a simple replacement or upgrade programme. It is intended to consolidate and transform data entry, monitoring and assurance though simplified processes and increasing automation delivering increasing efficiency and increased customer satisfaction.

We are open to all options for deployment so the Incident, Risk, Audit and Quality Assurance solution should be able to be provided through both on premise and approved leading cloud environments.

The chosen vendor should have flexible payment options -- purchase or subscription for both the on premise and the cloud options.

Below is a list (not exhaustive) of some of the key feature that the system should be able to deliver:

* Organisational Risk
* Incident Reporting
* Serious Incidents
* Mortality Reviews
* Policy Management
* Complaints Management
* Legal Claims
* NICE Framework
* Audit
* Performance
* CQC Oversight
* Board Assurance
* Patient Feedback
* FOI’s and Subject Access Requests

The solution should be highly configurable and have an intuitive, interface that is easily configured to adapt to a wide variety of workflows and processes, with the ability to extend the service model to create a shared services interface for all staff requests across the Trust.

1. **Benefits**

* Having an updated more modern system which could be easily customised/localised to meet the Trust quality priorities today and for the future.
* A single system to help triangulate information across incidents, audits and quality to deliver superior oversight and assurance and improve patient safety and clinical outcomes.
* Meeting the national guidance for LFPSE submission which is mandatory for the organisation.
* Quickly and easily create, track and report actions associated with NICE guidance, policy, and critical quality measures to keep everyone on track towards improvement. Eliminate the need to pull data from multiple sources manually.
* Improve efficiency and service response times/quality through simplified and automated operations.
* Provide quick and accurate reports to highlight performance against our KPI’s
* Return significant hours of clinical and non-clinical staff time to front-line activity
* Evidenced support for continuous improvement every day
* Proven benefit for quality and improvement culture
* Rationalising and improving IT systems
* Ensures maximum compliance
* Dramatically reduces processes and duplication
* Creates one version of the truth for unified decisions
* Facilitates the right action being taken at the right time.
* Automate & embed quality, service improvement and redesign

Automate transformational change through System Leadership