Fraame Healthcare

Your NSQHS compliance partner

- A global software solutions and services organisation

- Offices and affiliates in the USA, Europe, Middle East and Australasia

- Focused on the Healthcare sector

- Enterprise compliance and document management solutions

Introducing **Compliant FileVision**

A unified framework for managing:

✔ Enterprise wide quality and safety standards

✔ Policies and procedures to ensure adherence to standards

✔ Event and Incident recording and escalation

✔ Real-time event and incident status reporting

✔ Real-time, customisable dashboard tracking events and incidents by status, location, category, severity

✔ Audit trail of all actions undertaken to resolve an event or incident

What is Compliant FileVision trying to achieve ?

- Provide a unified, customisable framework for managing quality and safety compliance and continuous improvement

Is there a problem ?

- If a common complaint is an indicator then the most common problem we hear is:

"We have systems for recording and tracking incidents, systems for formulating and communicating safety Policies, systems for quality management and continuous improvement and systems for reporting compliance to Standards. Many of the Standards and Policies seem to overlap which means we have to report on the same thing twice in a slightly different format. Audits and even self assessments can be very disruptive particularly when we get a new auditor or hire new staff"

How can Compliant FileVision help ?

- A framework for managing and maintaining the key compliance, quality and safety and incident management in one logical, unified system

Keeping up with the standards

- Standards represent the topmost layer of the system
  - Whether compulsory (NSQHS) or aspirational (ISO 9001), all Standards are visible to all staff as an integral part of their intranet user profile
  - When a Standard is updated or modified by the relevant authority all users/employees can be alerted and required to take the *action* of reading the update and even take an on-line test to demonstrate their understanding of the update

Playing by the rules

- Policies and procedure are often confined to the "new hire induction pack"

- Fortunately most policy breaches amount to no more than an indiscretion, a warning and embarrassment

- Some breaches, particularly in high risk environment such as a hospital, can result in dire consequences

- Compliant FileVision treats Policy management in the same manner as Standard management

- When a Policy is updated or modified by HR or the Quality team, all users/employees can be alerted and required to take the *action* of reading the update and even take an on-line test to demonstrate their understanding of the update

Bad things can happen

- Falling short of a Standard and/or the efficacy of a Policy can often go unnoticed

- An event or an incident can highlight:
  - A breach of policy
  - A staff training deficiency
  - A genuine case of "bad luck"
  - An opportunity for continuous improvement
  - An imperative to take action in order to avoid an other instance - prevention

- Compliant FileVision allows you to record the event or incident in an objective manner

It's happened so now I have to deal with it

- If you are first on the scene, the way you deal with the event or incident can have a significant impact on the outcome

- Compliant FileVision recognises the difference between an event and an incident but also allows you to determine tolerance levels:
  - An *event* can be a warning or near miss with no loss or damage
    - it may hint to a possible breach/deficiency of Policy and an opportunity for continues improvement
    - It maybe escalated to an *inciden*t
  - An incident requires an obligatory
    - severity rating – measurable rating
    - action /escalation – a person and a deadline must be nominated for an action

How do I know what's going on ?

- Compliant FileVision provides two avenues for understanding how your enterprises is measuring up
  - A graphic, user customisable dashboard enabling multiple view of the organisation such as:
    - Outstanding events/incidents by type, location, severity
    - Outstanding actions pending by event/incident by due date and responsible staff member
  - An user-defined, wizard driven, ad-hoc reporting function

That's great but tomorrow the Standards change

- The Administration function of Compliant FileVision has been specifically developed to allow end-user configuration:
  - Standards compliance and maintenance
  - Policy update and dissemination
  - User profile changes, access and security settings
  - Organisational/departmental structure update and maintenance

How much does it cost ?

- There are several key configuration components required to set up system

Professional Services

- A blueprint of your existing Standard compliance obligations and your current audit/self assessment process
- A blueprint of your current Policies and Procedures
- A blueprint of you current organisation structure (locations, departments, staffing)
- An description/example of you current audit/self assessment process

Mapping the above components into the Compliant FileVision framework can be undertaken on a time and materials basis.

How much does it cost ? – ctd

Customisation Services

- Dashboards and Reports
- Integration with legacy system
- Self basement workbooks
- Certification Agency uploads

These services, if required can be undertaken on a time and materials basis.

How much does it cost ? – ctd

Licensing, Support and Hosting Services

- Compliant FileVision can be licensed to you as an all inclusive, hosted service on the basis of an annual fee:
    - You will not be required to provide any infrastructure apart from suitable Internet connection and an industry standard web browser
    - The annual fee will include all license and support and maintenance costs
- Compliant FileVision can be licensed to you own private cloud or in-house server
    - Under this alternative the client will be solely responsible for availability and disaster recovery
    - Under this alternative FileVision cannot guarantee Service Levels subject to access to the client infrastructure
- Compliant FileVision can be licensed to you on a one time, perpetual License Agreement (subject to terms of license) and an on going Support and Maintenance Agreement paid as an annual fee