

Provider Assurance & Compliance (PAC) Case Study – April 2019

Introduction

Clinical Commissioning Groups (CCGs) are NHS organisations set up under the Health and Social Care Act 2012 to organise the delivery of NHS services in England. NHS Leeds Clinical Commissioning Group (CCG) is made up of 101 GP practices covering a population of around 870,000 people.

CCGs have responsibility for all areas of health in their local region, including Continuing Healthcare (CHC). CHC is a package of care for people who are assessed as having significant ongoing healthcare needs which is arranged and funded by the NHS but administered and commissioned by CCGs.

Leeds CCG commissions care services from 46 Nursing Homes in its region as well as from homecare and other specialist providers.

Working with providers

Leeds, in common with all CCGs, has to be assured that care providers including nursing homes are able to meet minimum standards and comply with national requirements enforced by the Care Quality Commission (CQC). Care services are required to report key data to Leeds CCG monthly, quarterly and annually in areas relating to clinical, safeguarding and regulatory compliance.

The process beforehand was time-consuming to operate from both the commissioner's and providers' perspectives. Leeds would work with providers when problems were identified, but there was no system-driven approach to quality improvement and a lack of traceability on any follow up actions needed.

Recognising these challenges, the CCG sought a better approach to quality monitoring and the entire assurance process, seeking substantial gains in efficiency and to become pro-active and streamlined whilst at the same time providing real-time reporting and progress monitoring.

Cloud-based assurance tool

Leeds CCG's CHC team already used QuiqSolutions' CHAT Continuing Healthcare Assurance Tool to provide assurance to NHS England and as a strategic planning aid incorporating the latest guidance and best practice on CHC. Drawing a similarity between their own relationship with NHS England and their providers, Leeds identified QuiqSolutions' PAC (Provider Assurance & Compliance) tool as a potential solution.

Increasing efficiency and reducing administration costs were key issues whilst at the same time driving quality improvement and monitoring progress in the provider community. After engaging with QuiqSolutions over several months, in February 2019 they agreed a contract for the use of PAC with the 46 nursing homes they commissioned CHC services from in a project lead by the CCG's CHC and Contract Management team.

Commenting, Andrea Dobson, Head of Continuing Care said: "We immediately saw the potential for PAC as a way of streamlining our work with providers and improving the information available that we need to effectively monitor quality and performance. We also saw the potential for the homes to identify their own strengths and weaknesses and to put in place action plans for the benefit of all parties, especially for people using and working in their services."

Implementation

Implementing PAC proved to be a very quick and smooth process, being low cost and cloud-based avoiding the need for any configuration of internal systems or additional hardware purchases. QuiqSolutions used their proven methodology to configure, deliver and implement PAC on time and to budget, using the data supplied by Leeds after planning meetings. This was followed by a provider workshop in Leeds where the PAC solution was presented to the Nursing Homes.

The homes were all in favour of a move to a system which streamlined their dealings with the CCG and enabled them to showcase the good work they are doing. PAC also lets them record evidence against the CQC's Key Lines or Enquiry (KLOEs) ahead of any future CQC inspection.

PAC provides a very flexible tool for the CCG to build on, with the ability to manage all audits and requests for information either scheduled or an ad-hoc basis. The high degree of automation with schedules ensuring that all documents are sent out on time makes sure that nothing gets missed. Leeds CCG can view the current position of any nursing home via the dashboard view in PAC, they are also able to see the latest CQC rating, number of available beds and the different service types and categories that the homes fall under.

Information can be requested from providers whenever it is needed, and evidential assurance is instantly shared with the homes ensuring active collaboration between commissioner and provider.

Conclusion

PAC has delivered a quantum change to the way the CCG works with nursing homes, greatly reducing the effort and time in administering the way information is sought and received. The instant reporting and access to information in a single place saves even more time and helps the CCG make intelligent commissioning decisions.

The homes benefit from instant access to all their evidence and the history of all their dealings with the CCG and can use PAC to prepare for CQC inspections, highlighting their strengths and weaknesses and contributing to better ratings. Using action plans the homes can assure Leeds CCG that they are implementing the changes required and making a real difference to the quality of services they provide.

Leeds CCG is looking to expand the use of PAC in future to cover other service types and will also be sharing information with colleagues at Leeds Council as they look to provide a single view of quality across the region accessible to all commissioners.

PAC is supplied by QuiqSolutions Ltd, for more information go to www.quiqsolutions.com.