



# Quality Improvement Toolkit

- Web Enabled
  - Audits can be completed on the PDA
    - Quick Rapid Improvement Tool
      - In-depth Process Improvement
        - Customisable
          - Tabular and Graphical Reporting

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## Quality Improvement Toolkit

The **Infection Prevention Society** (IPS) devised the **Quality Improvement Toolkit** and commissioned Pierce Management Services to develop the software and make available the **QIT** free of charge for use in a variety of healthcare settings. One of the Society's aims is to ensure staff in infection control have free access to evidence based quality improvement systems for monitoring IP&C practices in different environments. In addition to supplying the **QIT** free of charge PMS is able to offer a range of complimentary support services. This package builds on Pierce Management Services' already close relationship with the health sector, working in partnership to provide practical solutions to complex problems.

The **QIT** is the end result of a large project managed by IPS and which involved some of the most experienced infection prevention practitioners in the UK and Ireland. Following an exercise to understand the Tools currently in use a revised version of the **2001 Tool for In-patients care** was created, along with Tools for Theatres, Care Homes, Mental Health Facilities and (to follow) Endoscopy Units.

The revised tools incorporate Rapid Improvement Tools (RIT) and Process Improvement Tools (PIT). RITs can be used frequently by staff to make ongoing small but essential changes of the environment and practices on a real time basis, whereas PITs are designed to be a more detailed tool that will enable in-depth reviews of the environment and practices. PITs will therefore be undertaken on a less frequent basis and where compliance with the short tool is consistently low.

### The software has been designed to:

- Ensure that the review of the audit tools underpins safer patient initiative methodology.
- Support clinical staff in identifying areas of practice for change on a regular and ongoing basis.
- Support the use of Plan Do Study Act (PDSA) cycles/small tests of change models to improve practice and the patient environment.

The introduction of the Hygiene Code in England and the Healthcare Associated Infection Community strategy in Wales has also placed a requirement on community healthcare providers to demonstrate compliance with infection control policies and procedures. The Community Infection Control Audit Tools (2005) provide a valuable resource for health centres; however the need for audit tools for Care Homes and small Mental Health/Learning Disability facilities has been identified to enable appropriate monitoring of the implementation of infection control policies and procedures within these settings.

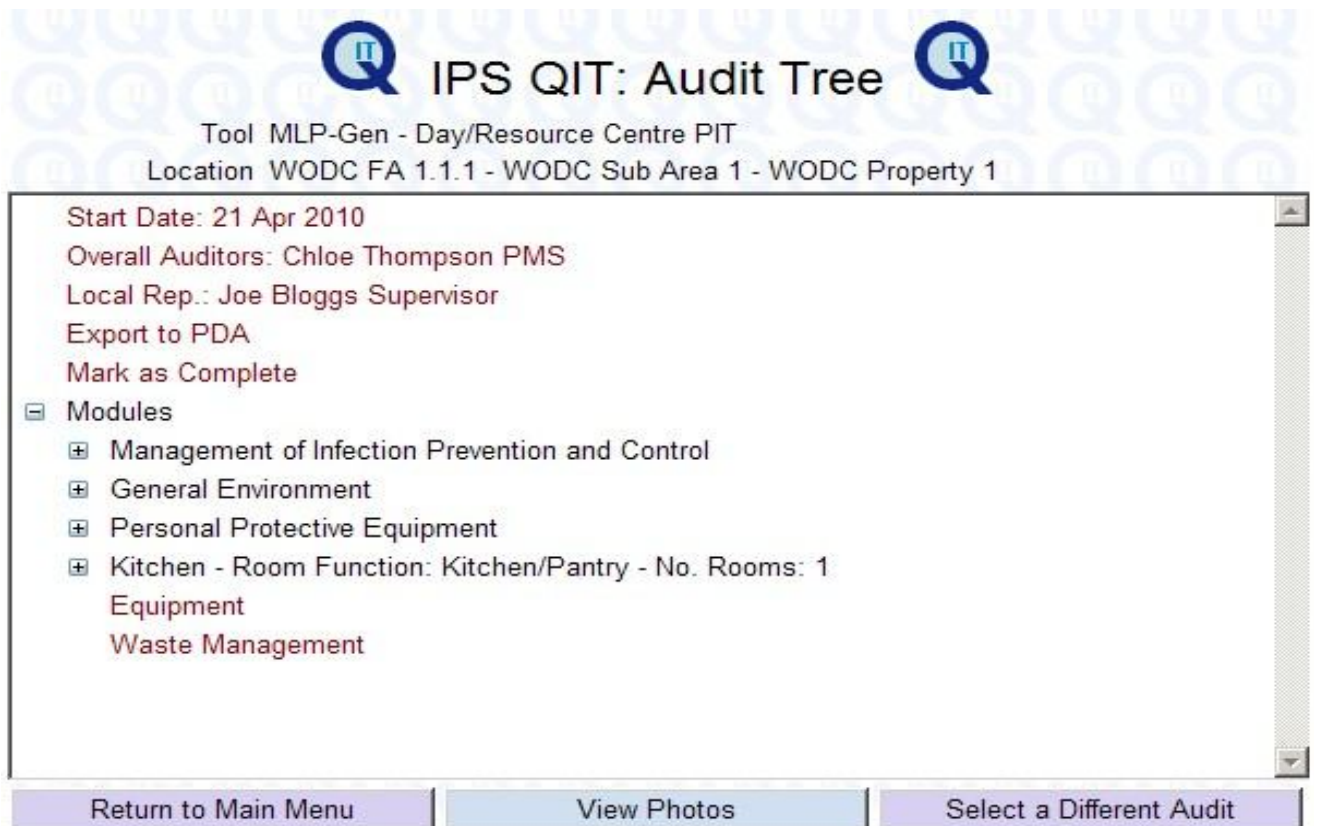
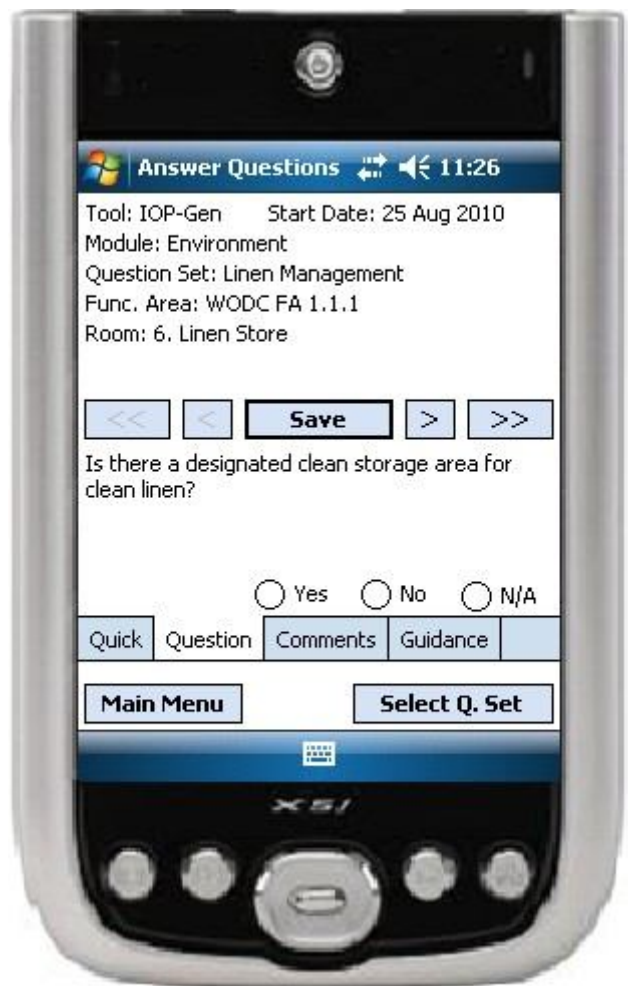
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Tools cover care settings that include:

- Care Homes
- ECT Treatment Suite Mental Health
- GP Surgery/Health Centre
- Hydrotherapy/Swimming Pool
- In & Out Patient Areas/Departments
- In patient/Care Home MH/LD
- Mental Health/Learning Disability Day Centre
- Operating Theatres
- Outpatients MH/LD
- Transportation of Specimens
- Vaccine Storage & Transportation
- Vehicles

In addition, tools cover the following specific clinical practices:

- Asepsis
- Central Venous Catheter Continuing Care
- Central Venous Catheter Insertion
- Contact Precautions
- Endoscopy Units
- Enteral Feeding
- Epidural and Spinal Insertion
- Hand Hygiene Environment
- Hand Hygiene Technique
- Operating Theatre Asepsis
- Peripheral Vascular Device Continuing Care
- Peripheral Vascular Device Insertion
- Scrub procedures Standard
- Precautions Urinary
- Catheter Daily Care Urinary
- Catheter Insertion





## How Can PMS Help?

### Hassle Free Installation

Our experienced IT specialists can do it for you, ensuring it is fully operational.

### Comprehensive Property Surveys

Practiced specialists will define your properties, departments and rooms.

### Expert Tailor-made Training

Formal or informal, for 1 to 12 people, when and where you want it.

### PDA Supply and Management

Hand-helds, palmtops and smart phones to your specifications with software installed, or installation on ones you already have.

### Specialist On-going Support

Adept personnel will be available to answer your questions and advise you on getting the most from the QIT system.

### Quality Controlled Data Entry

Use this application totally or partially on paper and we will handle the computers.

### Protection, Control of Data Access

Trained IT specialists can handle your security to ensure only the correct data is available to the appropriate people.

### Customised Reports

Analysis and summaries to your requirements, with your logos and/or to match your standard layouts.

### Streamlining of Data

Removal of redundant or duplicate data and legacy of data archiving.

	Question	Answer	Comment
1	Is there a named lead person responsible for infection prevention and control? (12, 77, 78, 82)	Yes	
2	Does the job description of the named lead person outline responsibilities in respect of infection prevention and control? (77, 78, 82)	Yes	
3	Are there up to date local contact telephone numbers available to obtain advice pertaining to infection prevention and control? (82)	Yes	
4	Is there evidence of a process for reporting untoward incidents in relation to infection prevention and control? (77, 78, 82)	No	
Action Status: No Action Status Set			
5	Is there evidence that audits have been undertaken and practice changed to improve infection prevention and control? (14)	Yes	

## **PMS SERVICE SUPPORT OPTIONS**

### **1. INTRODUCTION**

In addition to offering the Quality Improvement Toolkit, PMS offer 2 service options:

- 1.1 **SERVICE OPTION 1:** Access to our hosted QIT website accessing your own database along with the standard set of questions but having the ability to generate additional questions to fulfil specific local requirements.
- 1.2 **SERVICE OPTION 2:** The QIT system is installed on the user's own Health Board/Trust's networks where the standard set of questions can be accessed but have the ability to generate additional questions if required.

### **2. QIT (QUALITY IMPROVEMENT TOOL) SOFTWARE**

The QIT solution has been developed using the latest web based software and has been operating in a trial situation for many months now on a combination of a PMS hosted fileserver.

Detailed specification for Service Option 1.

**SERVICE OPTION 1: Users accessing the QIT website having their own database separately hosted.**

Utilising the standard set of tools/questions;

- Have their own Hospital, Trust database completely separate to others;
- Ability to add, alter, amend the standard set of tools to suit their own specific requirements;
- The database of property data plus all audit data would be available to the users, nothing would be shared;
- Hosted set up fee plus annual fee.

This option is ideal for the user who wishes to tailor the software to meet their needs and allow them to better utilise the outputs, functions and benefits that the system offers. No responsibility for their own hardware, installing software, backups, security etc., and having the system hosted by others and not by their Trust's/Health Board IT Team.

## **SERVICE OPTION 2: Users accessing the QIT system on their own local Trust, Hospitals networks**

PMS recognises that some users may wish to administer their entire system to allow for optimum integration into their organisation. Service Option 2 has been created to offer a value adding service where PMS would carry out the installation and set up of the software. Users would have responsibility for their own hardware, backups, security etc.

With full responsibility for their software solutions, users of Option 2 would be provided with their own set of tools (Questions) and database to which they would be free to add, amend and tailor to suit their specific site requirements.

### **3. SOFTWARE SUPPORT (Annual)**

PMS are able to provide software support for the QIT system as part of either of the 2 Options.

- 3.1 Where the QIT system is provided to the users on the “Hosted” Option we would be able to provide online support. The majority of the annual support would relate to setting up databases, plus tools where appropriate and agreed.
- 3.2 Where QIT software is provided to users for installation and operation on their own Hospital’s fileserver and “Intranet”, then we can again provide the same type of support. However where amendments are required to the systems, then a site visit may be necessary.

**Note:** In all cases, the users are able to utilise our Helpdesk facilities which are open from 8.30am to 5.00pm Monday – Friday for various support calls. If it becomes apparent that end user training is required, then we would suggest that this is provided.

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## 4. PROPERTY DATA GENERATION

In order to fully utilise the system, a list of all the Hospital premises will need to be generated along with functional areas plus rooms. This would allow the users to set up the relevant sets of RIT's and PIT's to these areas/rooms.

- 4.1 Pierce Management Services would be able to offer help and advice in getting this set up. We would be able to generate the necessary data, taking base data from any available source such as Access databases, Excel spreadsheets, plans/drawings of the various Hospital premises, MICAD property software, C4C-Credits for Cleaning Software, plus other software systems where data can be exported.

We would provide fixed quotations for the users based upon their available data.

## 5. QIT TRAINING

To allow users to get the most out of the system PMS recommends on-site training to the various users be provided.

9:30 - 9:45	9:45 - 10:30		10:45 - 12:30		13:00 - 15:00		15:15 - 16:00
Introductions  H&S	QIT System Over- view	C  O  F  F  E  E	QIT Monitoring Audits (Theory)	L  U  N  C  H	Hands-on Monitoring Audits (Practical)	T  E  A	Reporting/ Review  Any Questions  Close

A typical training day is shown above detailing the sections that will be covered during the day.

As can be seen from the training timetable, we also have a "practical" session which ensures that there is a common approach to these audits using the tools.

Our standard daily fee rate of £750.00 plus VAT would be applicable with expenses included.

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## 6. PDAs/TABLETS

In order to carry out the QIT audits we can provide PDAs with all the relevant QIT software installed and ready to operate.

- 6.1 We can provide the Pision BR-170 which utilises Microsoft® Mobile 6.5 with onboard 128MB RAM 256MB ROM. For added connectivity it supports Integrated Wi-Fi®: PXA 320, 806MHz. The PDA offers a 3.5" QVGA, 3.5" VGA Display, a 3 mega pixel built-in camera and is an advanced Semi-Rugged PDA.



We are able to provide the above for the sum of £450.00 plus VAT

**Note:** With this option plus others where a camera is built-in, users are able to take photos at the time of audit and this information is then available to be viewed within various reports.

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- 6.2 We are also able to provide the Zoostorm 3310-9500 SL8 11.6 inch Touchscreen Tablet, Intel Atom N450 1.66GHz Windows 7 Professional CPU with 2GB RAM and 32GB SSD. It has a slightly larger screen and can operate using an RJ45 Network connection cable or wireless.



(The above display shows a screenshot of the application's menu)

We are able to provide the above for the sum of £630.00 plus VAT

**Note 1:** Where you already have PDAs that are suitable for the above task, we can supply the relevant software only, for the sum of £75.00 plus VAT per PDA.

**Note 2:** PDA/Tablet type and availability may vary from time to time. We reserve the right to substitute goods of a similar specification. Pricing may also vary, due to availability at the time of order. Your approval will be sought prior to any goods being ordered.

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## 7. COSTS

**The IPS QIT Software is available free of charge from Pierce Management**

### **SERVICE OPTION 1**

Users accessing the QIT website having their own Database separately hosted.

£880.00 one off fee

£175.00 per annum

### **SERVICE OPTION 2**

Users accessing the QIT system on their own local trust, Hospitals networks.

£750.00 per day

Software Support (annual fee)  
(unlimited telephone support)

£450.00 per annum

Property Data Generation (dependant on availability)

QIT Training on site, per day

£750.00 per day

PDA/Tablet PC Options

\* Pidion PDA

£450.00 each

\* Zoostorm Tablet PC

£630.00 each

**Note 1: All prices are exclusive of VAT.**

**Note 2: Service Options and pricing are subject to change.**

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## IPS Quality Improvement Tools

### **Benefit Analysis**

#### **Hassle Free Installation**

Experienced IT specialists who know the product and what it requires can come to you and carry out the installation, ensuring it is fully operational. We know the areas which can be altered for your requirements and are able to implement them as part of the installation.

#### **Available Property, Functional Area and Room Datasets**

If you have 'C4C – Credits for Cleaning' software we can transfer the data relating to your properties, functional areas and rooms and input into the relevant sections of the QIT system. You may have this data in an Excel spreadsheet, MICAD database or other database system, which can similarly be transferred.

#### **Comprehensive Property Surveys**

If you do not have any available data, we can provide practiced specialists who can gather the data on the properties, functional areas and rooms, including site visits if required and carry out the data entry.

#### **Expert Tailor-Made Training**

We can provide training as formal or informal as you want, with as few or as many as is best for you, when and where you want it. It can just cover basics, or be an advanced in depth exploration of the full capabilities of this powerful tool by someone who understands its workings.

#### **PDA Supply and Management**

We can supply you with the PDAs, hand-helds, palmtops and smart phones to your specifications with the software installed, or install the software on to hardware you already have.

#### **Specialist On-going Support**

Adept personnel who know this product will be available on the phone 8:30am to 5.00pm, Monday to Friday to answer your questions and advise you on getting the most from this application. Remote access to sort out your issues, with your IT department's permission, is also possible. And site visits can be arranged if they are required.

#### **Quality Controlled Data Entry**

If you want to be totally paper based, we can provide you with blank tools on paper, which you would return to us filled in with the answers. We would send you reports on the data gathered either on request or following procedure or a combination of these to suit your needs.

#### **Protection and Control of Data Access**

If you would like the product online, but do not want to manage it, we can host and administer it for you, providing trained IT personnel to handle your security.

#### **Customised Reports**

If you would like extra reports, other changes or added capabilities we would be pleased to discuss your requirements with you.

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**For further information or  
to arrange a demonstration  
please contact  
Tim Hubbard**

## **Pierce Management Services Limited**

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**Quality Improvement Toolkit**