

Continuous Improvement & Innovation v3.2

standards module



The voice of technology
enabled care

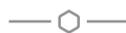


Description

“In a world where people expect continuing improvement in all aspects of life, health and care cannot opt out: we must continue to improve our services, both to improve outcomes and to reduce costs. The best way to use technology to do this is to see it as an enabler, not as an end in itself. Begin by designing the pathway to deliver your new model of care, then find (or develop) the technology to enable it; never start with the technology!”

Charles Lowe

Charles Lowe, Managing Director, Digital Health & Care Alliance (DHACA)
(also Past President, Telemedicine & eHealth Section, Royal Society of Medicine)



Continuous improvement and innovation in Technology Enabled Care (TEC) Services should not just be about the technology: the way in which services are designed and delivered is of equal importance.

There are many theoretical frameworks to support the ‘science of improvement’ as well as tools for setting goals and planning, implementing and measuring change. At its most simple, however, improvement is about always trying to do things better: making sure that every activity is targeted at delivering excellent, rather than adequate TEC.

Across health and care, there has been a long-standing tension between being innovative and being evidence-based. Does this mean nothing should ever be tried for the first time? Absolutely not, those working within TEC need to be brave, they need to experiment and they need a willingness to fail. As long as the way outcomes are designed, measured and monitored - then the step change required to meet the challenges ahead just might be achieved.



Key Outcomes

- Customers, service users and carers will be involved in evaluating and improving services – this will ensure that activities are always focused on their best interests
- Those delivering services will continually challenge the ‘status quo’, in order to seek opportunities to provide better services.
- Providers shall adopt a forward-thinking approach and look for solutions rather than creating barriers to developing new initiatives and improving services.

The Audit Process

The Audit Process will seek robust evidence that the key outcomes have been met.

As a minimum, TEC Quality certified organisations **must:**

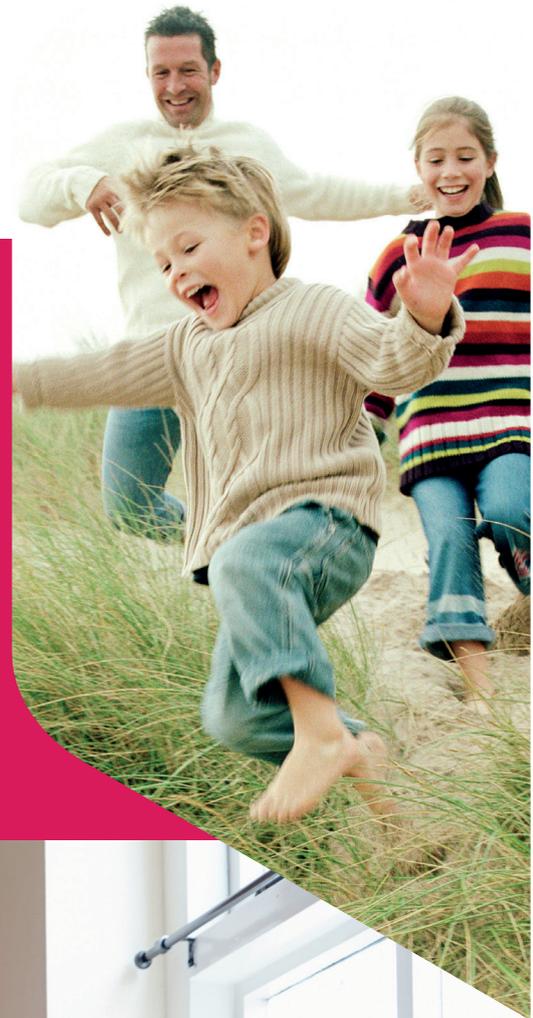
Demonstrate that a culture of continuous improvement and innovation are supported by organisational leadership structures and provide evidence that some improvement activity has been undertaken since the organisation's last TEC Quality audit.

Provide examples where stakeholder feedback has directly influenced service delivery

Provide evidence that audit/review activity, separate from the QSF audit has been undertaken and that any identified areas for improvement have been actioned.

Note: This may include internal audits, a Management Review, or other forms of external audit.

Demonstrate that plans are in place to prepare for the analogue to digital migration in 2025



Evidence might include:

- Organisational Vision and Values
- Audit and Quality Monitoring Policy
- Clinical Governance Strategy
- Business Plan



- Improvement Plan
- Innovation Strategy
- Incident / Complaint Monitoring
- Innovation Roadmap



- Appraisal Process
- Lessons Learnt briefings
- Examples of Audit
- Case studies

www.tecquality.org.uk

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards.