Cloud Computing – Facilitating Excellence in the Health Care Sector

DO DILIGENCE

Compliance Made Simple…

The average hospital engineer…

- Busy…
- Multi-disciplined
- People
- Compliance
- Reactive works

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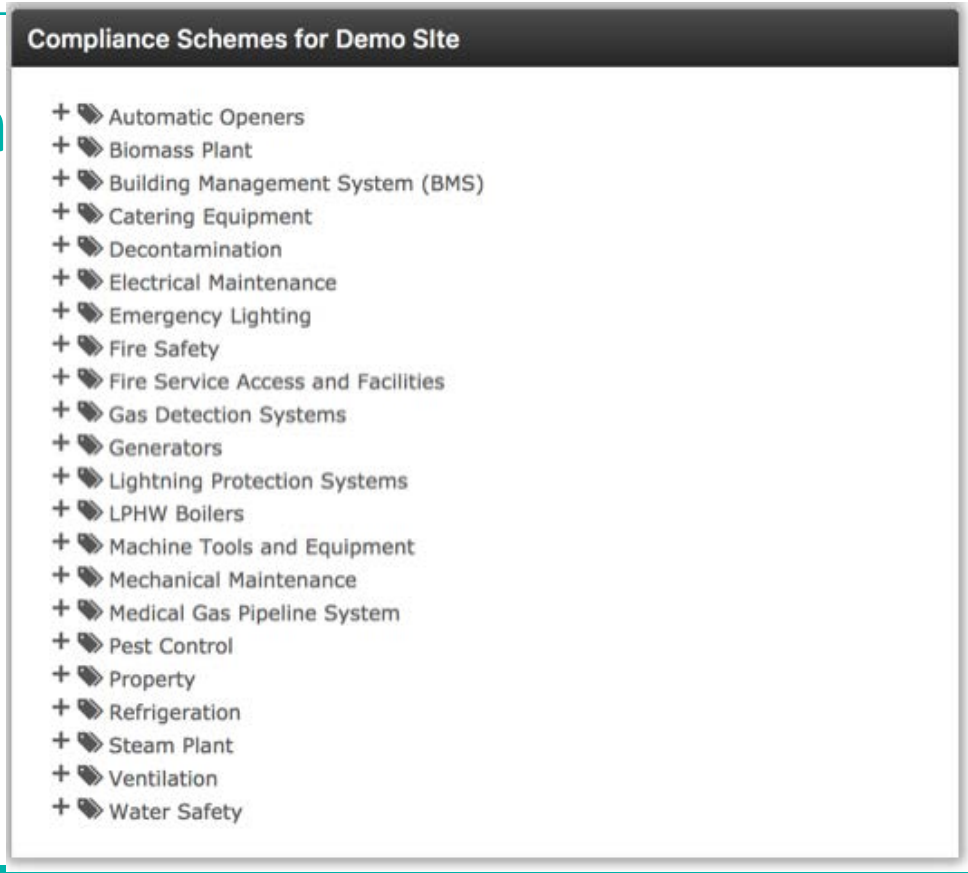

The average hospital engineer…

- Busy…
- Multi-disciplined
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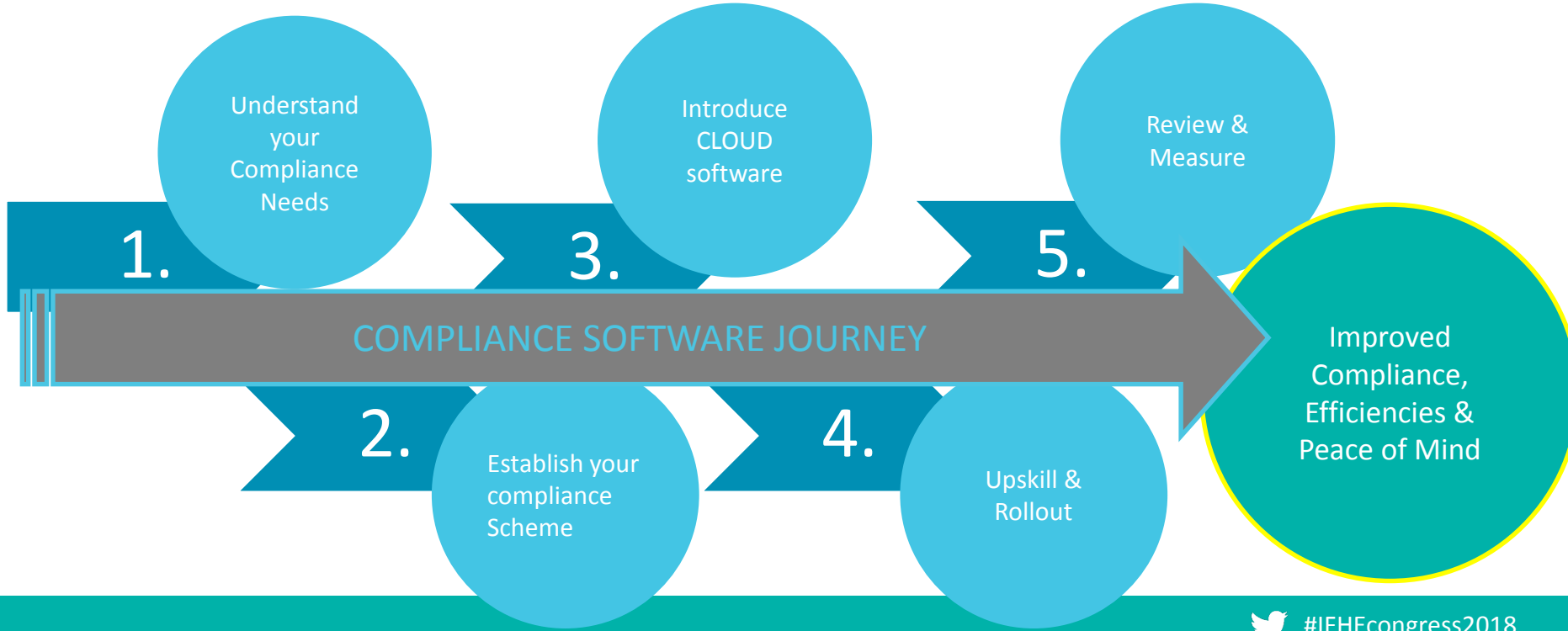
Working smarter…

Compliance Solution Provider – helping clients work smarter

Over 1,000 hospital facilities in Aus, US & UK

- **Over 21,000 users**
- **Over 1.8 million assets being used**
- **Used in North America, South America, Europe, Asia, Africa & Australia**
- **Used by 13% of the FTSE100 organisations**

Approach to Implement Cloud Based Compliance Software…



Working smarter… Legislation

TYPICAL CHALLENGES	SOLUTIONS
? Ever growing list of Legislation & Guidelines – More expertise required	✓ Simple adoption of standards and scheduled compliance management
…	…

Working smarter… Visibility

TYPICAL CHALLENGES	SOLUTIONS
…	…
? Too much detail can cloud the issues	✓ Real Issues are visible and rise to the surface (exception reporting). Including Trends & patterns
…	…

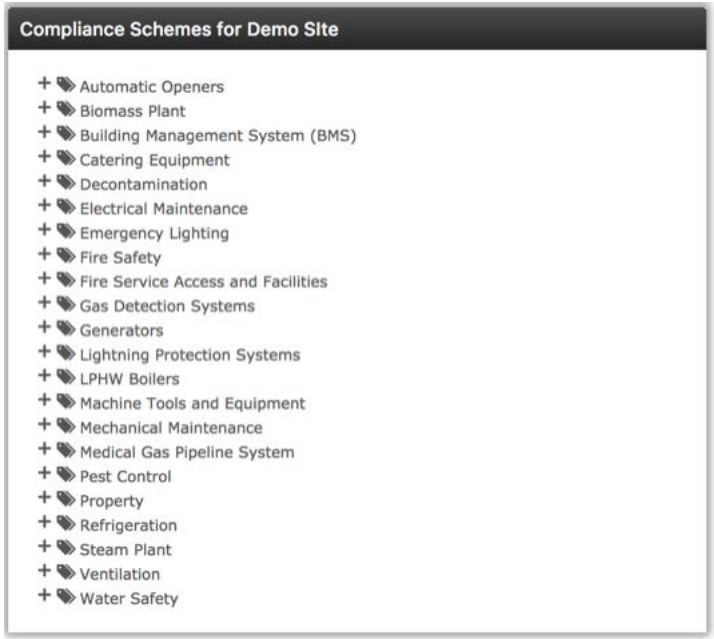
Working smarter… Results

TYPICAL CHALLENGES	SOLUTIONS
…	…
? Focus on managing systems (paperwork) rather than compliance outcomes	✓ Scheduling / Reporting is automated – People are results focused.
…	…

Working smarter… Contractors

TYPICAL CHALLENGES	SOLUTIONS
…	…
? Multiple 'boutique' suppliers & reporting platforms	✓ Transparency on your terms – contractors report into your system
…	…

Working smarter… Contractors



	SOLUTIONS
	…
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Working smarter… Contractors

TYPICAL CHALLEN
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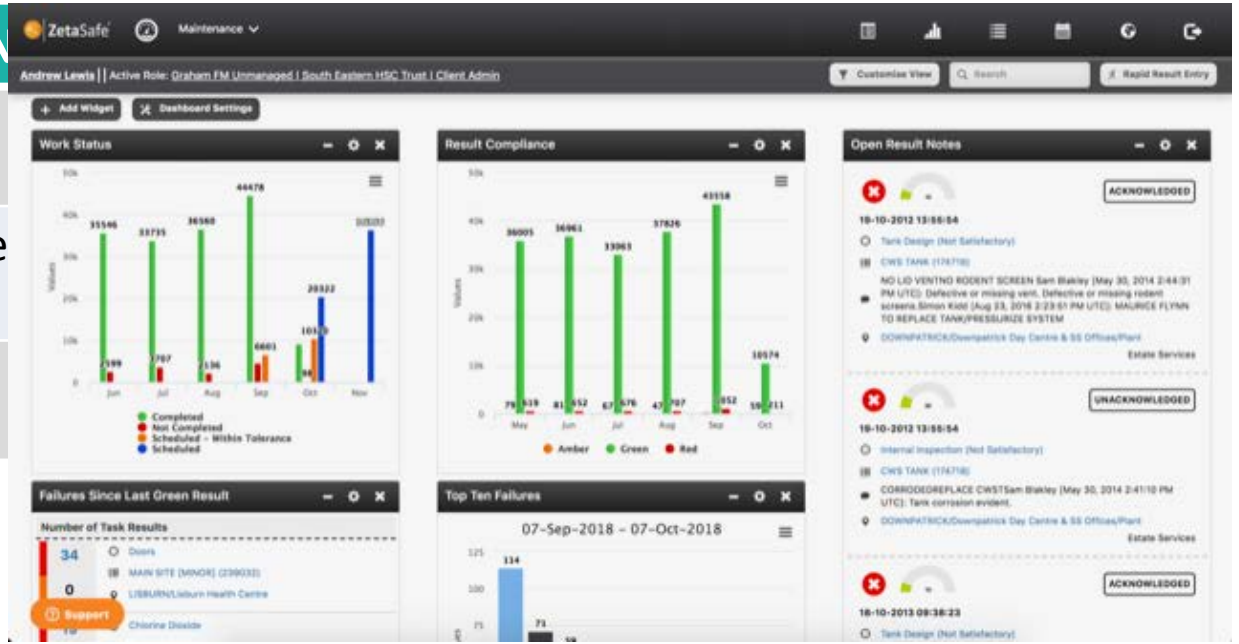


Working smarter… Accountability

TYPICAL CHALLENGES	SOLUTIONS
…	…
? Service providers – visibility / Accountability	✓ Service Providers – Establish, Empower Measure & Manage

Efficiency

The (well known) problems with paper…

- Double handling
- Say What? – is it legible?
- Filing – the last 10% is often the hardest…
- Dead Data – the answer was there all the time…

Efficiency

Personnel	Efficiency Realised	Efficiency Description
Field Operators	**40%**	✓ Understanding of scheduled tasks & locations – engagement ✓ No double / triple handling of information – use of smart device ✓ Task description & guidance available in the app ✓ Parameters & pre-set responses set with the app – easy to follow steps and to understand.

EXAMPLE

Hospital using return to work personnel to capture operational water compliance.
Staff are flushing deadlegs and recording chlorine levels – all tasks are scheduled, so operators know where to go when & take readings.
All information is available immediately & out of spec results are alerted so action can be taken.

Efficiency

Personnel	Efficiency Realised	Efficiency Description
Managers	70%	✓ Tasks are scheduled – no requirement to organize tasks to be completed. ✓ Reports are automated & issued at scheduled intervals. ✓ Exception reports only require attention – only focus on missed or failed tasks.

EXAMPLE

Manager of hospital has to ensure critical checks on emergency infrastructure is captured, but relied on staff to complete the paperwork and file. He never had any oversight unless he manually checked the file. Manager now is alerted if any tasks are missed or failures occur. If he hears nothing, he knows it is all being completed.

Efficiency

Personnel	Efficiency Realised	Efficiency Description
Auditing	**80%**	✓ Confidence in performance prior to audits ✓ Minimal audit preparation – all reports a click away ✓ Evidence of full audit trail is able to be demonstrated. ✓ All documents, plans and certificates stored in a single repository

EXAMPLE

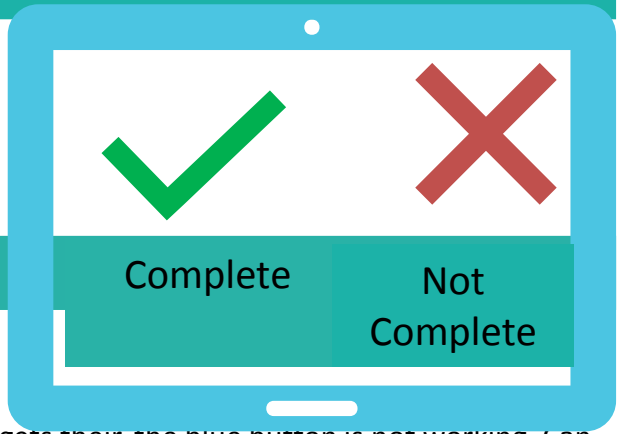
Accreditation audit preparation took a significant amount of time to prepare and conduct. Auditors were identifying problems that the management team 'should be aware of'.

All results, including minute details was made available, demonstrating that tasks were completed & any failed tasks had complete audit trail to close out, including any documentation in single location. All information available at the touch of a button, provided auditor with evidence for their report.

* Reduced audit findings due to management team being more aware of any out non-conformances earlier in the year.

Efficiency

Personnel	Efficiency Realised	Efficiency Description
Sleep at night	100%	✓ Peace of mind ✓ Zzzzzzzz



EXAMPLE

Question:

An engineer is sent to complete a task. Push the red button & push the blue button. When she gets their, the blue button is not working. Can the operator mark this task as completed?

Efficiency Realised

- Data Management
- Reporting
- Auditing
- Upskilling new people
- Simple and allows non-specialist persons to undertake routine work
- Visibility
- System does a lot of the work

Transparency

- Operational Monitoring
- Data Management
- Manage by Exception
- Reporting
- Visibility

Key Performance Indicators for Client Demonstration

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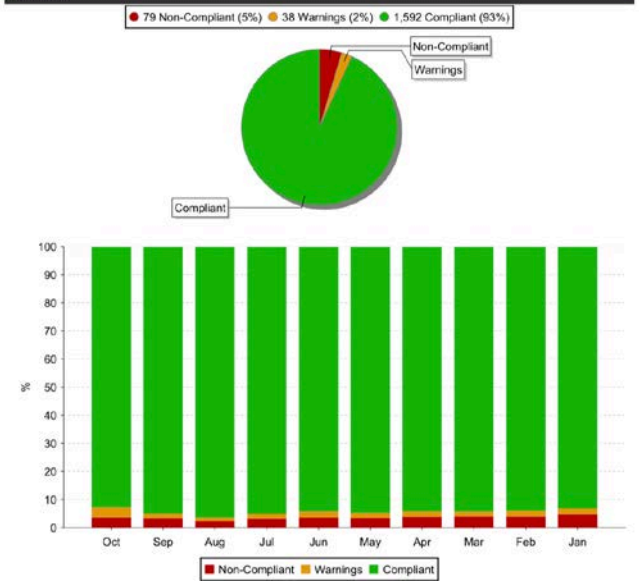
Filtered by Date Range: 2018-01-01 - 2018-10-07

Overall Compliance for the Period selected:				Total
79	38	1592		1709
4.62 %	2.22 %	93.15 %		95.38 %

Overall Compliance for the Period, Grouped By Year:

For: 2018



Demonstration IFHE 2018

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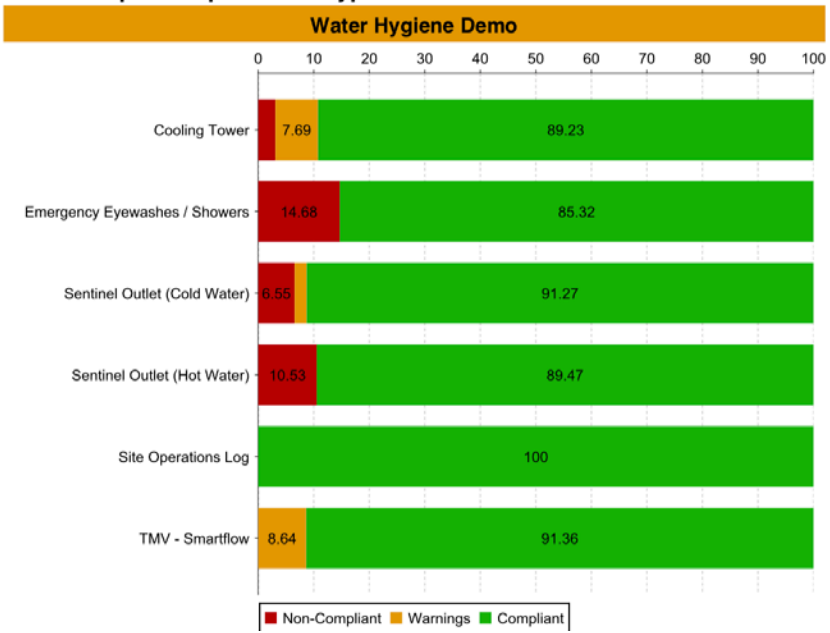
Filtered by Date Range: 2018-01-01 - 2018-10-08

Task Compliance per Asset Type



Demonstration IFHE 2018

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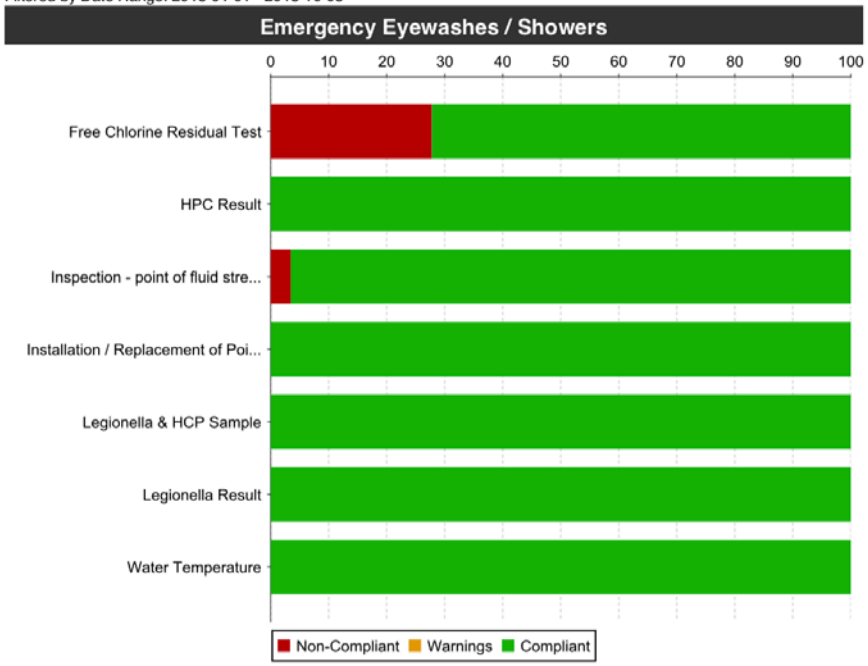

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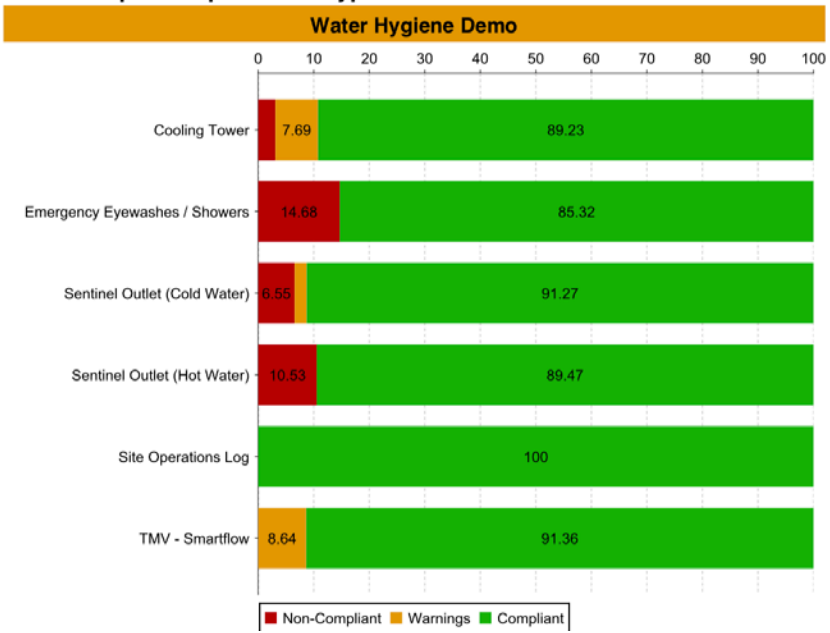
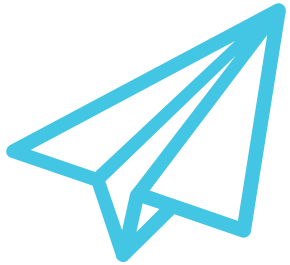


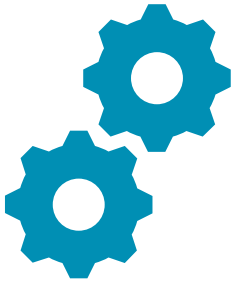
Transparency

- Operational Monitoring
- Data Management
- Manage by Exception
- Reporting
- Visibility

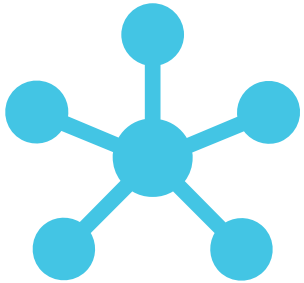
Systems & Ecosystems

- Application Programming Interface… (API)
- One System… Dream or Nightmare
- Connect & interact with other systems
- Create a single point of understanding





Internet of Things (IoT)

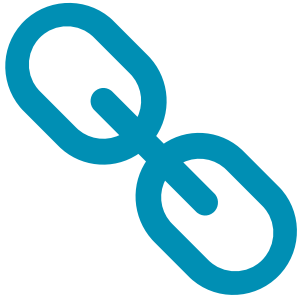


- The ability to capture data from static points…
- Data must be captured into a useable portal – consider ‘boutique’ data hosting
- Data is the lifeblood of IoT, we need to manage and extract value from the data

Data Integrity…

- General Data Protection Regulation – a new standard

- ISO 27001 – the Gold Standard



Thank You for your Attention

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