From Special Measures to Good in the Midst of a Pandemic
Isle of Wight NHS Trust Journey with Medical Audits Software Systems

1. Introduction

When Medical Audits and Isle of Wight NHS Trust were introduced in mid 2018, the Trust was in special measures and were struggling with a burdensome paper based audit programme that was collecting hundreds of data points but wasn't providing the information required to help identify areas for improvement or enable benchmarking across the Trusts wide range of services. Today they are rated as Good.

2. Aim

Fundamentally, the Medical Audits system was established within the Trust to :

- Release Time to Care
- Standardise and simplify audit processes across the trust
- Quality Assure the information provided for governance and oversight of standards
- Improving care by ensuring issues identified could be actioned and tracked to closure

3. Releasing time to care

Standardised Auditing across the Trust

The Medical Audit's software is really easy to use and has a detailed, inbuilt auditing guide in every audit, helping ensure the different grades and specialities of staff in the Trust could audit consistently.

Having the standards to hand gave staff confidence in their ability to audit and was a powerful learning tool which helped improve practice and improved standards of care.

Smarter Usage of Resources

Each department manager was trained to access the web based system to audit performance at local level using 'audit by exception' cleverly designed to identify risks while being simple to record. The time saved in data collection freed time to increase focus on reducing risks, improving practice and make the Trust a safer place for patients, visitors and staff.

4. Increasing local engagement in audit and quality improvement

Real-time Data and Tracking of Non-Compliances

Medical Audit's audit tools enables faster, more efficient auditing with auto-generated reports providing tracking of issues and detailed analysis with clear oversight trends in compliance to the Management team and the Board.

"Medical Audits dramatically reduces the time spent auditing and enables our staff across acute, community, mental health and learning disability and ambulance services to invest their time in our patients"

Mary Aubrey, Interim Chief Nurse and Quality Improvement Advisor to the CEO, IOW, NHS Trust

Individual Accountability and Ownership of Audit Data

- As staff became accustomed to actionable intelligent information that was clear and simple to understand their participation in the audits increased.
- Audits completed by specialist teams were available immediately to review and close issues raised against their individual departments.
- This promoted a sense of ownership among ward staff and served to increase interaction with the audit and quality improvement process.

Standardised Auditing and Quality Assurance Across the Isle of Wight

- Initially implemented across acute nursing services, cleaning and health and safety, the audit software was then extended to community, mental health and learning disability and ambulance services across the Isle of Wight.

CQC Overall Rating of 'Good' Achieved

Improved compliance, improved care standards: Together these interventions improved compliance with best practice standards and helped the Trust achieve an overall rating of Good, taking them out of special measures in November 2021.
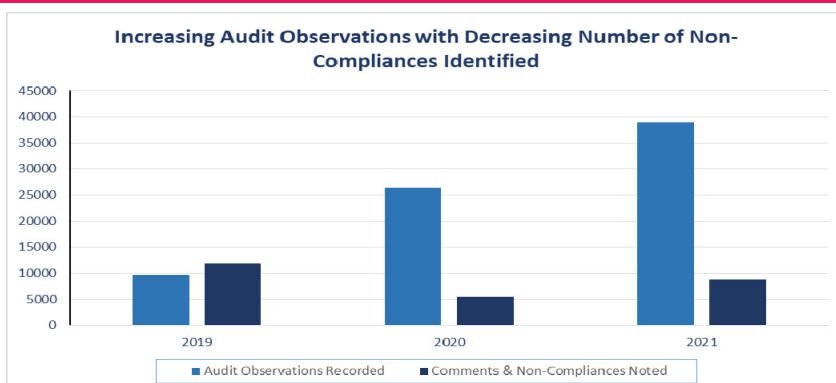
Increased Staff Involvement in Auditing and Quality Assurance:

"Use of Medical Audits has shown a visible and consistently improved compliance with the completion of audit activity and allows for actions to be documented when non-compliance with required clinical practice is found" Maggie Oldham, Chief Executive

(Taken from Isle of Wight NHS Trust Annual Quality Report 2020)

Real Improvements in Compliance Achieved

INDICATOR	2019	2020	2021
NEWS2 compliance	75%	95.20%	97.60%
Sepsis 6 Compliance	85%	89.90%	93.60%
Fluid Chart Compliance	40%	95.20%	98.40%
DNA/CPR Compliance	50%	89.90%	93.60%
Hand Hygiene Compliance	92%	95.20%	98%

Increasing Audit Observations with Decreasing Number of Non-Compliances Identified

Legend: Audit Observations Recorded; Comments & Non-Compliances Noted

Improved compliance, improved care standards:

INCIDENTS/COMPLIANTS	2019	2020	2021
Sub optimal care of deteriorating patient	17	13	6
Dementia care related compliants	12	9	5
Medication Incident related Harm	13	3	0