



Simple and effective Continuous Improvement Auditing





About Us

The Interclean group has been established for over 30 years. Over that time, we have developed science-based cleaning programs for Hospital and Aged Care designed specifically to save lives by reducing the occurrence of healthcare acquired infections.

During this journey we discovered that most of the issues in managing a science-based cleaning program were more to do with staff, training and auditing rather than what products or procedures were supposedly being used. Our cleaning systems and programs are currently being used by multinational and major Australian organisations with many of them requesting digital processes to replace their paper-based systems.

This led us to create apps not only to direct cleaners as to what was on their schedule for today, but also to create easier, more efficient ways to audit and re-train staff.

Hospital and Aged Care standards are about to change in Australia towards the intended, risk-

based assessment framework by ensuring that internal quality processes exceed the baseline expectations.

In anticipation of these changes we have helped organisations re-model their quality system and operations with key changes aligning with the expected framework including quality governance, review team and operations. As a result of these important changes has come the design of the new auditing app.

Our experience both in delivering auditing apps and by working in partnership with some of Australia's leaders of quality in Aged Care has enabled us to create a platform that will change the way quality outcomes are achieved.

BILL
BASSETT
Group Managing
Director



Meeting the challenge

We have assembled a team of experienced programmers, operators and managers that can ensure the "intelligence" of Insight is continuously improving and dynamic enough to meet the emerging needs of our best customers.



INTELLIGENT INSIGHT



Why is Continuous Improvement Auditing so important?

'To maintain Healthcare standards requires a constant management and surveillance program that provides health organisations the ability to collect data for evaluation and accreditation. CI is a bespoke system tailored to each organisation's needs that captures and interprets information.'

The pressure for management teams & staff to achieve healthcare standards can create a culture based on fear of failure. The CI auditing platform empowers and encourages them to actively find opportunities for improvement. CI has recognition functionality, where it rewards exceptional work and practically equips management to follow up items that require corrective actions.

The Healthcare CI Auditing Platform

- **Positive**
- **Rewards exceptional work**
- **Empowers employees**
- **Equips managers to success**

Change your auditing culture to a focus of Continuous Quality Improvements

Generic auditing applications ask questions requiring YES or NO answers and often use numerical scales of 1-5 in order to assess results. We have found that these generic terms don't help build understanding between the auditor or staff member of the importance and purpose of their role in a specific area.

We are no longer asking questions just to tick a box to prove compliance, and that means our questions are based on improving quality across the organisations. The purpose is to **REDUCE RISK**, find **CONTINUOUS IMPROVEMENT** initiatives, recognise what is **OK** and showcase **EXCEPTIONAL** or Exemplary work, based on

- Not meeting standards
- Met standards with recommendations
- Met standards

CI Auditing has four possible answers available for questions

Identify IMPROVEMENT OPPORTUNITIES

Confirm what is OK



Identify RISKS quickly, capturing evidence and action items

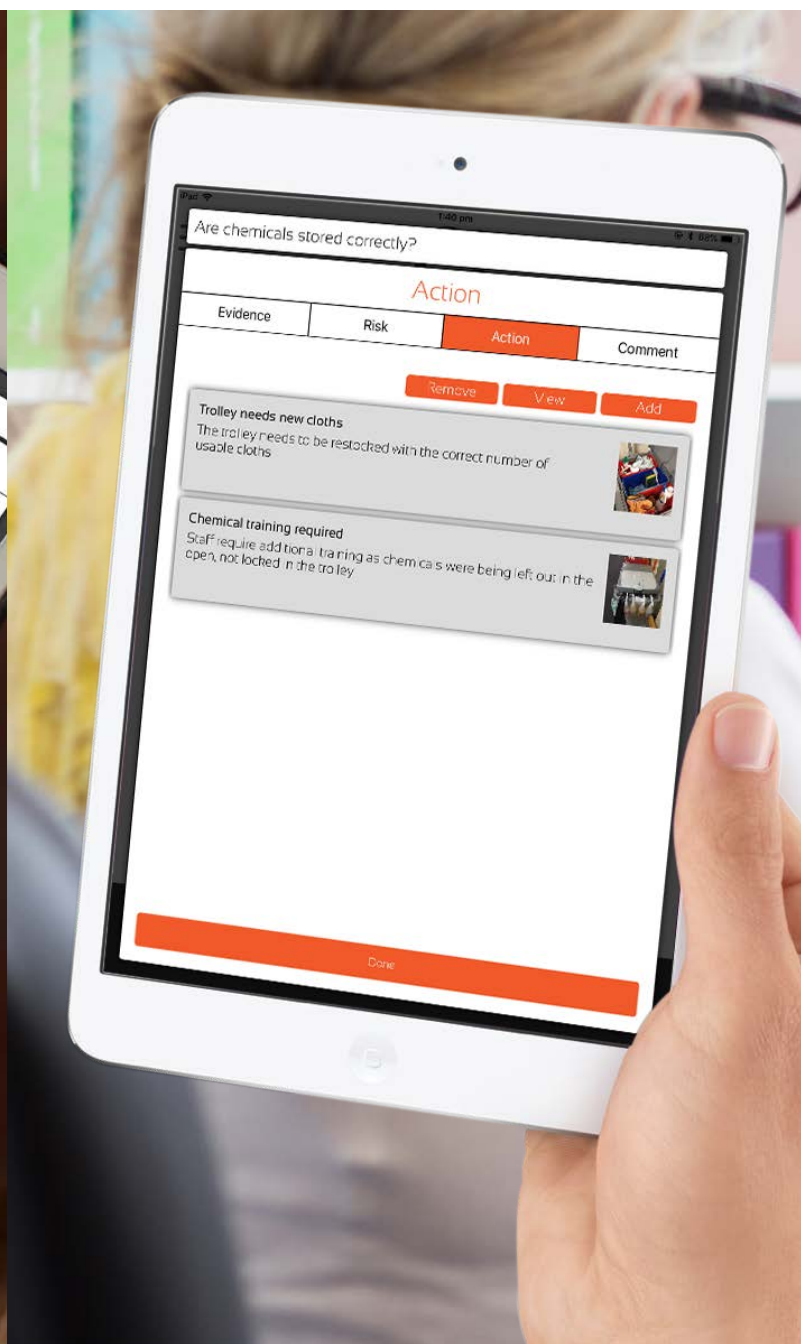
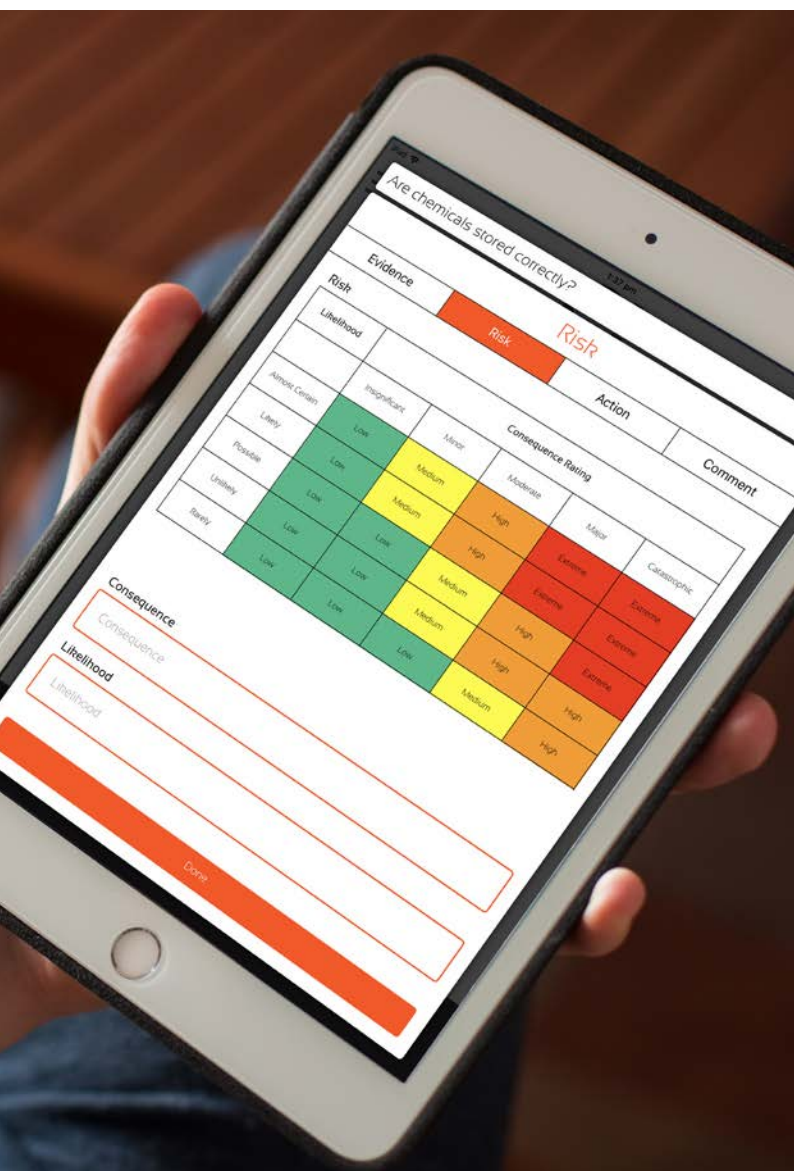
Note exceptional or exemplary results

Risk Mitigation

Managing risk and compliance is a key part of the CI Auditing system. Now, auditors can complete a risk matrix at the question level as they audit. Then when they go back to take a look at their facility they can see all the risks across their sites, and drill down to see reoccurring risks. CI has been designed so that risk criteria can be set, where bespoke parameters are based on what the industry or your organisation perceive as operational risk focuses.

Corrective Actions

Create action items automatically while completing an audit when you identify a task that needs to be followed up. Take or upload an image, give a title and description to the action item then submit and know that your feedback goes straight to the dashboard where the site manager can view and delegate it to the correct team member.



Site and Corporate Input

A key feature of the app is its 'split audit' functionality. This allows any audit to be split into site level and corporate level questions, in which all audit findings and answers then merge into one report once the audit has been completed.



Improvement Dashboard

Your Continuous Improvement Dashboard is the place where you can see all of your corrective actions in one simple view. Graphs at the top of the page give you an overview of how many actions have been identified, are in progress and have been completed and then can be filtered down by site, section, area, cleaner or auditor giving you a comprehensive look at your facility.

Once a corrective action is in progress you can make notes on its status, view when the

task was worked on and know exactly when it was completed and by whom. This ensures that audits stay useful and that we put into action the Continued Improvements. Results of your audits within CI will have 'closure progress reporting' as demonstrated, providing your team with real time progress reporting. The closure progress reporting allows for the easy identification of persons responsible, thus promoting a culture of transparency and positive accountability.



Dynamic Scheduling

To obtain the best results with your auditing we have introduced dynamic scheduling of sections of your audits according to your Continuous Improvement rules. This dynamic scheduling re-schedules sections of your audits based on previous results.

Edit existing category

Name

Understanding

Continuous Improvement

+ New score range

0 to 74%

75 to 90%

91 to 100%

0

74

...

Rules: If score is between 0% and 74%

in the most recent result then continuous improvement is due 7 days thereafter

...

Add new rule

Update category

Cancel

Has cleaner received IMS training previously?

...

What is the cleaners name?

...

Does the cleaner understand why we are cleaning?

...

Continuous improvement is the process of continually checking what risks can be reduced, what CONTINUOUS IMPROVEMENTS can be started or continued & what has been done exceptionally well. Smaller, more frequent and achievable steps generally equate to more effective cultural transformation and attainment of quality objectives.

"If auditing only happens once a year or sometimes only every two or three years, then how important do we really take quality and continuous improvement in our organisation?"

Bill Bassett - Interclean Group

Question Rules

Each question can have up to four answers available for selection by the auditor.

This allows for the collection of

CONTINUOUS IMPROVEMENTS or **EXCEPTIONAL** for the questions that warrant that result.

Questions can be answered N/A where appropriate, or can be set as 'required'. Entire sections can be set to N/A as a time-saving measure.

Each answer can force evidence in picture or text individually.

Risk metrics can be forced for RISK answers, and evidence and action items can also be forced.

Continuous improvements and Exceptional results can also have evidence forced allowing you to showcase improvements or jobs well done.

National Hospital & Aged Care Standards

Your dynamic audit templates live in your template library and can initially be set up without any dynamic rules or question rules. As your organisation develops their continuous improvement culture these rules can be utilised to further develop a culture that rewards Continual Improvement.

CI

CONTINUOUS IMPROVEMENTS

Audit

(1 of 5) - Trolley Setup

1 Are all tools and consumables on the trolley required for today ?

* Question is required. (Evidence Required) (Action Required)

Risk

Improv Opp

Ok

+

i

2 Is the correct amount of usable cloths and mops on trolley for the cleaner's area?

* Question is required.

Risk

Improv Opp

Ok

+

i

3 Are cloths and mops moistened correctly?

* Question is required.

Risk

Improv Opp

Ok

+

i

4 Is laundry and waste area of trolley set up correctly?

* Question is required.

Risk

Improv Opp

Ok

+

i

5 Do you clean and re-stock your trolley at the end of each shift ?

* Question is required. (Evidence Required)

Risk

Improv Opp

Ok

Exceptional

+

i

Submit

Save

N/A

Next>

Home

Dashboard

Pending

Royal Freemasons

CI Dashboard

Templates

Complete Audit

View Audits

Admin

Sophie Bassett

Template Library

+ New Template

Search

1. Standard One

Comments And Complaints Audit - 1231

...

Continuous Improvement Audit - 1228

...

External Services Audit - 1236

...

Human Resource Management Audit - 1233

...

Information Management Audit - 1235

...

Inventory And Equipment Audit - 1234

...

Planning And Leadership Audit - 1232

...

Regulatory Compliance Audit - 1229

...

Training Audit - 1230

...

2. Standard Two

Behaviour Management Audit - 1253

...

Continence Management -1252

...

Medication Management Audit - 1244

...

Mobility, Dexterity & Rehabilitation Audit - 1255

...

Nutrition and Hydration Audit - 1249

...

Oral and Dental Care Audit - 1256

...

Pain Management Audit - 1247

...

Palliative Care Audit -1248

...

Resident of the Day Documentation Audit - 1686

...

Restraint Audit - 1266

...

Sensory Loss Audit - 1254

...

3. Standard Three

Choice And Decision Making Audit - 1263

...

Cultural & Spiritual Life Audit - 1262

...

Emotional Support Audit - 1258

...

Independence Audit - 1259

...

Leisure Interests And Activities Audit - 1261

...

Privacy And Dignity Audit - 1260

...

Security Of Tenure And Resident Financial File - 1264

...



BI Dashboards

Management dashboards can be tailored to display the progress of your continuous improvement platform. Depending on the user, dashboard visuals can be tailored to show individual site progress contrasted against your overall organisation or against best practice.

Make sure your dashboards represent all the important info including what has been done exceptionally well.

National Overview

Complete

In Progress

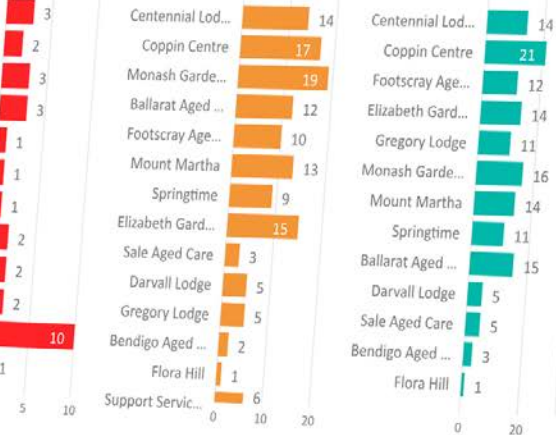
Not Started

Template

All

Ok Continuous Improvement

Continuous improvements Action items discovered



Result by template



Continuous improvements Action items

131

153

4/23/2018

6/20/2018

of the hand including under the ring washed thoroughly?
completely dried?
from unprotected lesions or skin breaks?
of the "5 Moments for Hand Hygiene"?
ails clean, short and free from nail polish?
nsed free from soap?

Continuous improvements identified over time



"If you're still viewing your auditing data in Excel spreadsheets, you're most likely doing things the hard way."

Jason Quick - Royal Freemasons

Other Applications



Fully Managed
Microfibre Solution



Myclean360 Closed Loop
Cleaning Management



Real-Time
Location Services



Insight Pty. Ltd.
Unit 7, 10 Boden Road,
Seven Hills NSW 2147

Ph: +61 2 9838 7740
Fax: +61 2 9838 9217
www.1nsight.com.au