CONTINUOUS IMPROVEMENT

1nsight
Intelligent Insight

Simple and effective
Continuous Improvement Auditing

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About Us

BILL BASSETT

Group Managing Director

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 supposably 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.

Meeting the challenge

We have assembled a team of experienced programmers, operators and managers that can ensure the "intelligence" of 1nsight is continuously improving and dynamic enough to meet the emerging needs of our best customers.

National Overview
Site
Site Auditor
Template
Audits performed
64
Result
93.2%
Total Risks identified
31
Continuous Improvements
131
Action Items
153
4/23/2018
6/20/2018

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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**

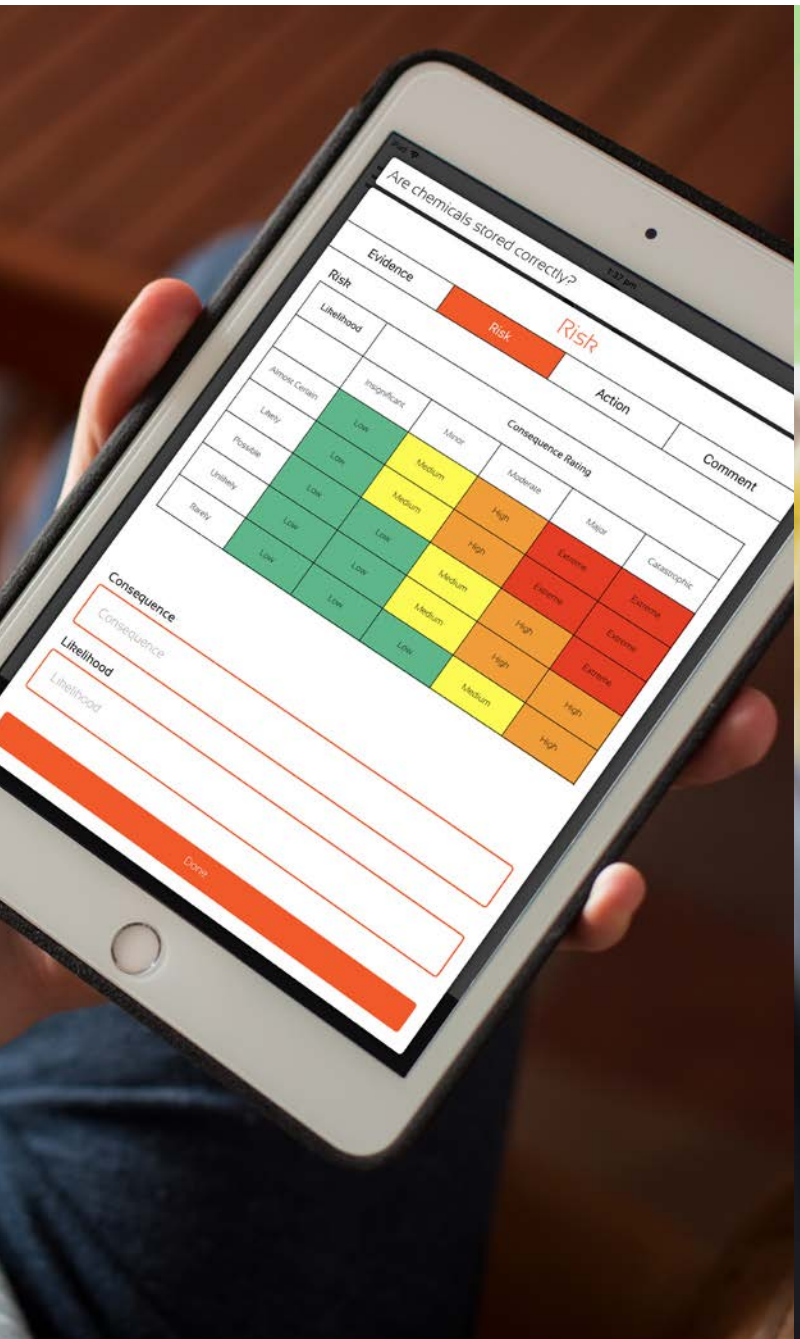
CI Auditing has four possible answers available for questions

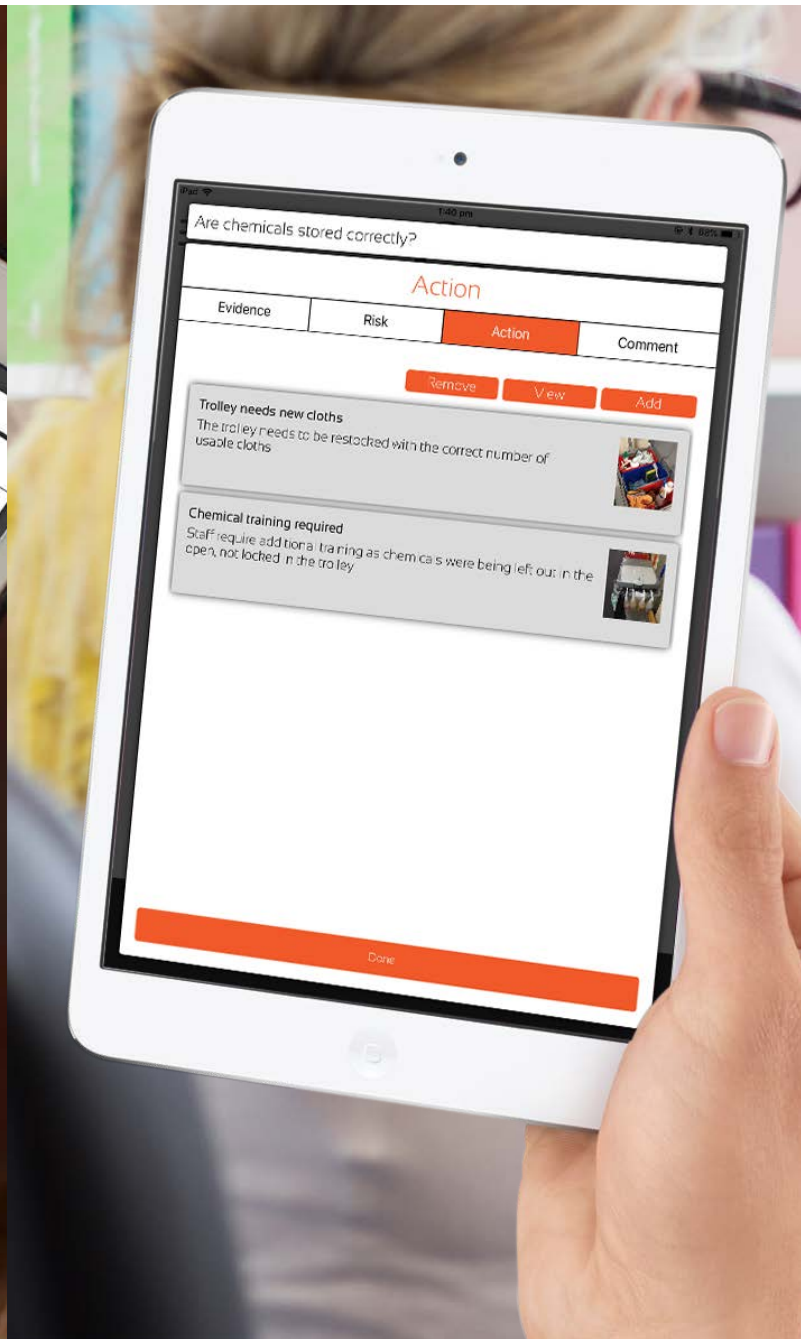
Risk Mitigation

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.

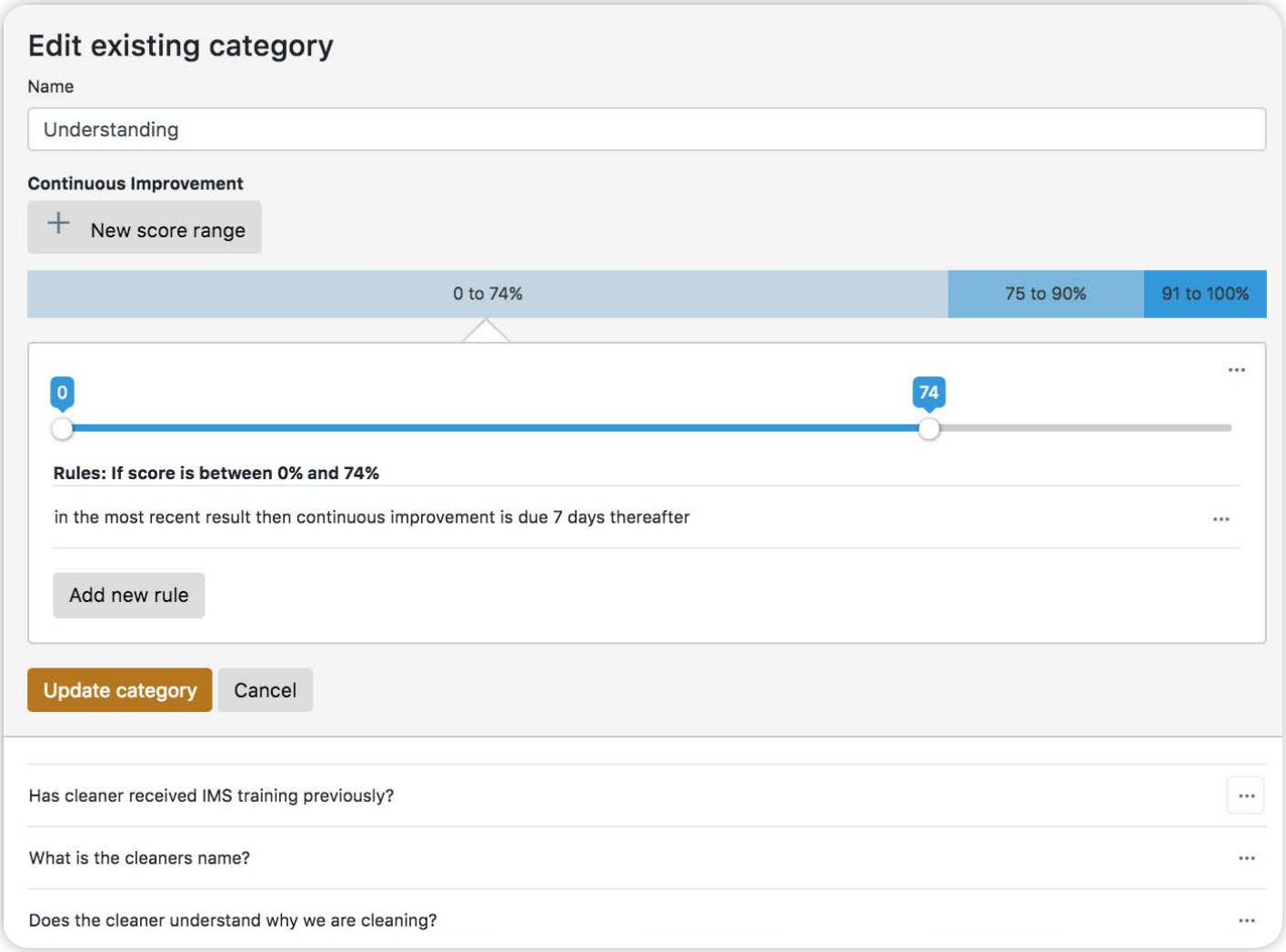
Improvement Dashboard

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.



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.

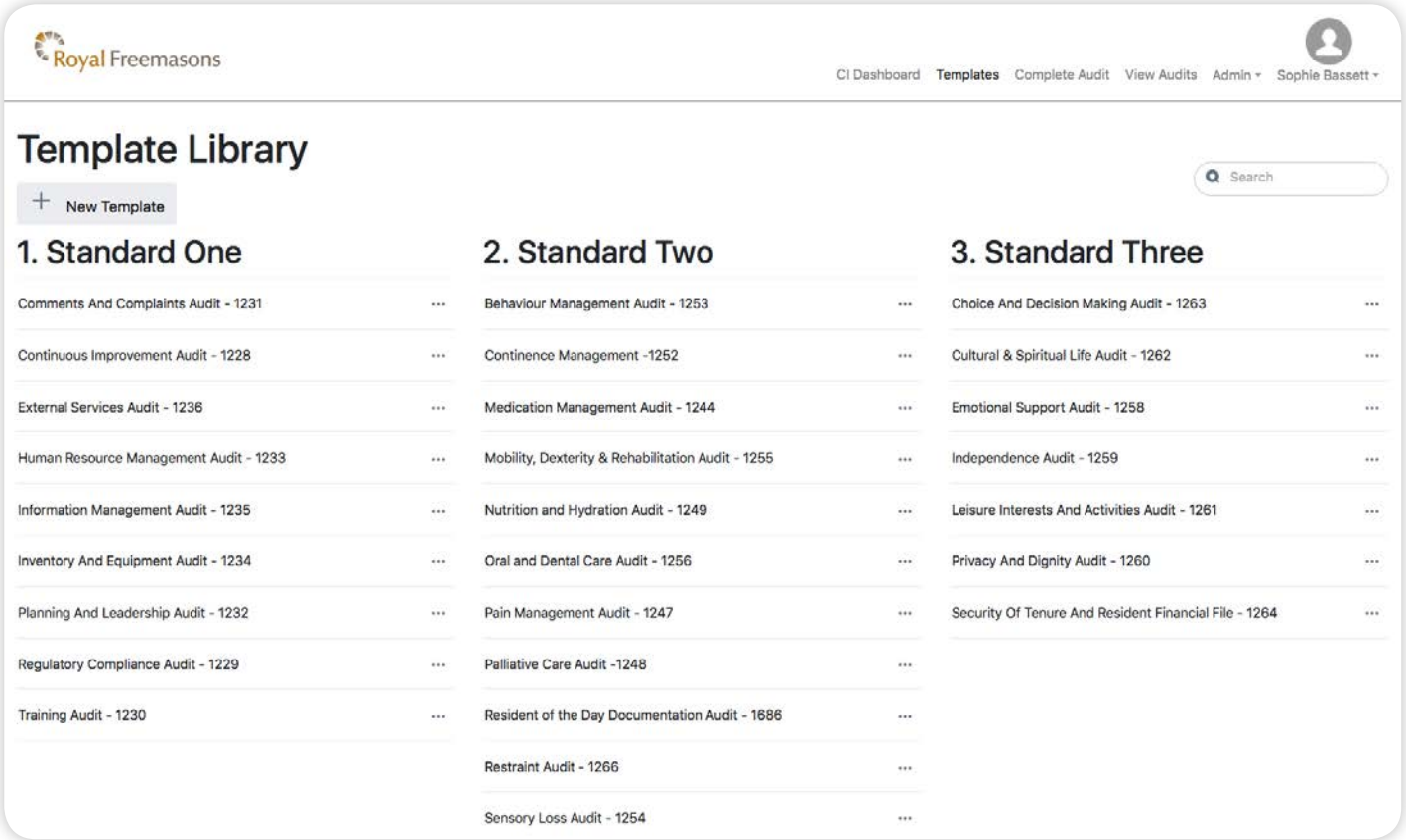
Each answer can force evidence in picture or text individually.

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.



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.

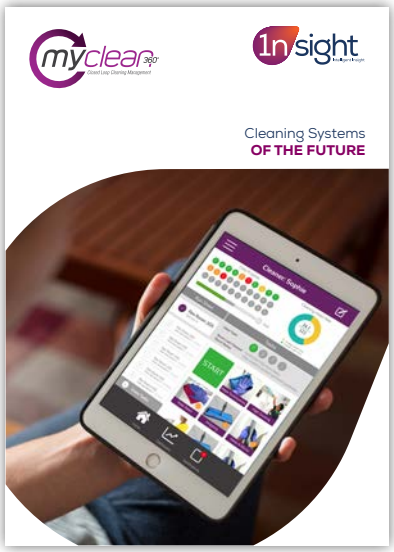
Make sure your dashboards represent all the important info including what has been done exceptionally well.

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

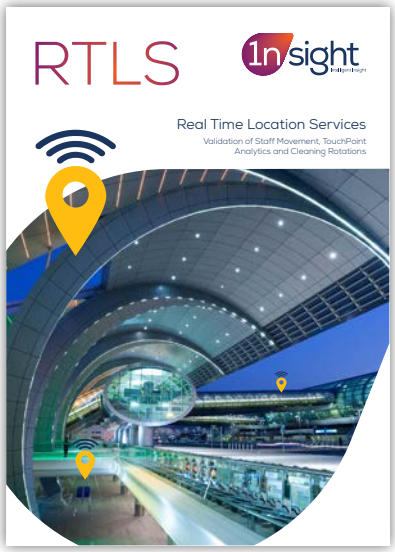
Jason Quick - Royal Freemasons

Other Applications

Fully Managed
Microfibre Solution



Myclean360 Closed Loop
Cleaning Management



Real-Time
Location Services

1nsight 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