

# ViClarity

ViClarity is a provider of Audit, Risk & Compliance management solutions to the Financial and Healthcare sectors. ViClarity was founded in Tralee, Co. Kerry, Ireland in 2008. ViClarity is now a global organisation with offices in Boston, Massachusetts, Ireland and the UK. ViClarity provides organisations with a strong culture of Risk and Compliance while reducing the burden of manual based processes. The solution is designed to provide a centralised platform for Risk and Compliance and enables organisations to have real time access to data at all times.

## About Health Innovation Hub Ireland

Health Innovation Hub Ireland (HIHI) was established by the Department of Business, Enterprise and Innovation and the Department of Health, supported by Enterprise Ireland (EI) and the Health Service Executive (HSE) to drive collaboration between the health service and enterprise.

We offer companies the opportunity for pilot and clinical validation studies and the health service access to innovative products, services and devices that they may not otherwise be exposed to.

HIHI is built on the recognition that collaboration with enterprise can benefit patient care, patient pathways and outcomes.



## The Healthcare Challenge

In 2016 HIHI was approached by a nurse from Killarney who had a requirement to improve compliance with HIQA regulatory standards in St. Columbanus Hospital in Killarney (Killarney Community Hospital or KCH). HIQA's role is to develop standards, inspect and review health and social care services and support informed decisions on how services are delivered. HIQA aims are to safeguard people and improve the safety and quality of health and social care services across its full range of functions. The nurse

indicated that they were aware of a software solution (ViClarity), developed for the Financial Services Industry that could potentially be of use in healthcare for their auditing processes. In addition to their patient care duties there are additional regulatory requirements to be monitored, upheld and reported within the hospital. This need to investigate improvements in regulatory compliance was driven by their desire to improve on the current manual auditing and compliance measurements within the hospital.

Oral Hygiene Audit Tool		Select all tabs: Director November, Director November, Director November, Director November, Director November, Director November, Director November, Director November, Director November, Director November, Director November, Director November												
		100%	81%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
<b>3. ORAL HYGIENE AUDIT</b>		81%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3.1. Has the resident's oral cavity been assessed using a validated assessment tool within the past 3 months?	81%	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.2. Does the resident's care plan address his/her oral hygiene care needs/preferences?	81%	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.3. Does the resident have suitable oral hygiene equipment available to them in accordance with their care plan?	01%	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.4. Does the resident's daily flow sheet correspond with the needs identified in the resident's care plan?	81%	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.5. Does this resident wear dentures?		No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
3.6. Are oral tray /swaps in use?	15%	No	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3.7. Are oral tissues of oral cavity & lips inflamed, painful, ulcerated & likely to tear?	81%	No	Yes	No	No	No	No	No	No	No	No	No	No	No

# The Healthcare Solution

The objective of the study was to establish how and if ViClarity could successfully replace paper based audits using its automated audit tool technology within the hospital. The study set to identify the key benefits of an automated audit tool in the hospital environment.

The scope of the project would be to take two paper based audit tools that were currently being conducted in Killarney Community Hospital and implement ViClarity to automate and replace these paper based audits, such that recording audit data could be undertaken easily by the nursing staff.

The information gathered and input into the ViClarity tool, by the nurses, would then instantly feed into a live dashboard, such that the results were available to all interested parties up to and including hospital senior management. These data could then be used by management to generate reports, identify trends and track/monitor actions to closure. For the duration of this study the audits selected were conducted solely using ViClarity.

The paper-based versions were no longer completed, with all staff now inputting data directly into the ViClarity platform. At the outset, both the hospital and ViClarity teams worked closely together to identify suitable audit tools and explore different ways of automating the collection of data to produce the required reports. By agreement, access to the ViClarity tool was provided through a unique, highly secure, auto log in, which was emailed to the person responsible for completing each audit on a monthly basis.

By clicking on the link provided by ViClarity, the users were able to access their own audit workflow directly. Once the user inputted their information, the management and staff, at Killarney Community Hospital were able to see a detailed breakdown of the information on a live red, amber, green (RAG) dashboard, based on whether the agreed actions were incomplete, potential for delay on completion or incomplete by the required deadline.

## HIHI Role

HIHI worked with both ViClarity and hospital based staff. HIHI set up a project team consisting of ViClarity personnel, KCH administrative staff, KCH IT staff, KCH quality staff and KCH nursing staff. HIHI defined "the ask" from the company and the required needs from the hospital staff. HIHI then incorporated these into a Project Agreement Document, managed the project from instigation to conclusion and provided the final report to both parties and the National Oversight Group of HIHI.



## Outcome Report

The study commenced in December 2016 and ran over a six month period until May 2017. The study was implemented across four units within KCH. During the study period, two audit tools were architected in the ViClarity solution. ViClarity worked with KCH during the architecture phase and took their paper based audits, building them into a workflow to automate. The workflow was then delegated to the relevant staff members within KCH. There were two main areas of measurable benefit within this project: 1. Significant time saving for the Clinical Nurse Managers when completing their audits. Previous process involved manual paper based auditing and 2. Removal of the need for the Clinical Development Coordinator to take these manual audits, transcribe them into Excel for all wards and then generate reports, which would involve a large amount of time and effort, leading to a significant lag in information availability. It was estimated that, over a year that there was a significant amount of time taken on manual auditing based on; (a) reading the questions and going through the notes to find the relevant answer; (b) retrieving paper audits; (c) emailing and sending internal audits by internal post to the hospital manager; (d) posting papers. These hours are estimated as total yearly hours saved in Killarney of 124 hours. The system enabled the Executive Team and Clinical Development Coordinator to identify where there were poor practices and to show where there were interventions in addition to having the ability to view

trends over time and across wards and identify areas of exposure in practice. The ViClarity system provided real-time oversight and management control for the Clinical Development Co-ordinator and resulted in efficiencies and time saving for the clinical team. At an organisation level, there was increased confidence that compliance was being well governed and the system enabled proactive management of quality standards for the hospital. Subsequent to this study there was a tendering process for the implementation of 22 standards across 23 hospitals in Kerry/Cork and ViClarity was awarded the tender.

## Testimonial

*It was a pleasure working with the HIHI team throughout the course of this pilot project. They brought an excellent sense of independence and co-ordination between the Hospital and the ViClarity team that outlined very clear goals for the project. With this facilitation and project management expertise it set the project up for success from the outset and ViClarity have benefited from this, not only within the HSE system but also in the private healthcare sector. We would highly recommend any company to work with the HIHI team to showcase their innovation.*

John Ogie Sheehy, CEO European Business and Global CIO at ViClarity



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