

What Is an INsight™ System Assessment?

An INsight system assessment is a multidimensional organisation-wide patient safety, risk and quality systems assessment. It helps general practices determine if their systems are robust, reliable and effective enough to support their responsibilities for ensuring quality and safety. It provides an opportunity for the whole practice team to work together. It draws on the appropriate national standards with which general practice must comply.

Significantly, in keeping with the requirements of the NHS Next Stage Review, it ensures that the systems in place enable the practice to meet national standards for safety and quality. Looking forward, it will also provide the foundation for ensuring that the Care Quality Commission's regulatory standards are met.

What an INsight System Assessment involves...

- ▶ A full day on-site visit by a trained ECRI Consultant, all of whom have many years' experience in this area.
- ▶ Confidential interviews with staff members from each discipline in order to gain an insight into working practices and perceived risks.
- ▶ A half-day facilitated multi-disciplinary workshop to guide discussions in order to;
 - Identify risks that the practice team know that have occurred or believe might occur
 - Assess the likelihood and consequences of those risks occurring
 - Review the controls that are in place for managing those risks
 - Agree the actions that the practice team need to put in place
 - Draw on the ECRI Consultant's experience of good practice
- ▶ Following the visit the practice receive a report, setting out our key findings and recommendations. Our recommendations are practical and action-oriented, providing the basis for improving the quality and safety of the service.

...Additionally, INsight Patient Safety Culture Survey

There is increasing evidence that quality, safety and risk in organisations is linked to an organisations "safety culture" and before the visit each member of staff will be issued with our proprietary INsight survey tool for completion. This looks at a range of "safety culture" markers such as communication, reporting and learning from adverse events, leadership and teamworking etc.

Completion of the tool is anonymous and survey results are provided along with our report. The report will provide internal and external benchmarking to measure the organisation's improvement over time as a result of the potential to repeat the survey at agreed intervals.

The benefits of INsight for General Practice

A number of benefits will result from undertaking the INsight route -

- ▶ **Improves practice systems and the quality of care provided.** Creating a safe and high quality environment for patients and staff is now of paramount importance. Undertaking an INsight systems assessment will help the practice meet the national requirements for safety and quality.
- ▶ **Provides useful evidence for appraisal and revalidation.** Doctors should start collecting evidence that they are fit to practice in preparation for revalidation. Our report and the action taken as a consequence help demonstrate a commitment to providing a high quality service.
- ▶ **Supports the practice development plan.** Increasingly, healthcare organisations and professionals are being asked to prepare personal and practice development plans. The INsight systems assessment will support this requirement.
- ▶ **Improves communication within the team.** Often because of the pressures of busy general practice it is difficult for the whole practice team to come together. This process enables the whole team to come together to share experience and improve team working.
- ▶ **Reduces the likelihood of complaints and claims.** Having proactively identified those things that can go wrong and as a consequence of our support fixed them, the system and service issues that are likely to give rise to patients complaining or suing are addressed.

We believe these are benefits worth having.

Why ECRI Institute?

ECRI Institute is an independent not for profit health research organisation, with nearly 40 years' expertise in patient safety, risk and quality improvement programmes. We have worked with over 5,000 healthcare organisations worldwide, giving objective advice and independent guidance. We are proud to be to be a Collaborating Centre of the World Health Organisation for Patient Safety, Risk Management and Health Technology Assessment. Most importantly, our Consultants have many cumulative years' experience of providing support and advice to general practice.

Take the next step

For more information or to book an INsight System Assessment and/or Patient Safety Culture Survey contact;

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INsight™

**SYSTEM ASSESSMENT FOR QUALITY,
RISK AND SAFETY —
FOR GENERAL PRACTICE**



Backed by the experience,
independence and integrity
of ECRI Institute

ECRIInstitute
The Discipline of Science. The Integrity of Independence.