SIMPLIFY COMPLIANCE & DRIVE QUALITY

LOGIQC

IT'S MANAGEMENT
MADE SIMPLER.

Special offer for Hauraki PHO practices to access the LOGIQC Quality Management System

Snapshot of the LOGIQC Quality Management System for Hauraki PHO practices.

The LOGIQC Quality Management System is cloud-based software for managing safety, quality and risk in healthcare practices.

Hauraki PHO has partnered with LOGIQC to make the LOGIQC Quality Management System available to all member practices at no cost for an initial period of one year with a possible further extension.

LOGIQC's integrated registers help practices to achieve and maintain Cornerstone™ Accreditation and support a focus on quality improvement.

- **Simplify compliance and save time.** Organise key tasks, documents and reporting processes and get email reminders when things need to be done.

- **Control and track risks and hazards.** Identify, monitor and mitigate clinical and business risks and hazards and ensure compliance with legislation.

- **One simple system for incident and complaints management.** Staff can easily record issues and notifications are automatically sent to the relevant people.

- **Organise and protect key documents.** Ensure your policies, procedures and forms are protected, version controlled and easily accessed by staff.

- **Drive improvement.** With the audit and improvement registers you can schedule required audits, get automatic reminders, generate improvement actions and track results.

Through this special offer, your LOGIQC system comes pre-configured and ready to go 'out of the box' with suggested content relating to practice risks and hazards and other resources and tools based on the requirements of the *Aiming for Excellence* standard and the *Health and Safety at Work Act 2015*.

Focus on quality

LOGIQC is designed to support practices to go beyond compliance and focus on continual improvement across clinical and administrative areas. LOGIQC has also been designed to meet the requirements of international quality and risk management standards, ISO 9001 and ISO 31000.

Trend reports

LOGIQC provides graphical trend reports on reported incidents and complaints and data can also be exported to Excel.

Unlimited user licences

With password access all staff are enabled to report adverse events and LOGIQC will send automatic email notifications when tasks are delegated.

Data security

LOGIQC is hosted in the 'cloud' by Vocus Communications in Auckland and with up-time reliability of >99% and data transmission encrypted with SSL technology, LOGIQC meets industry standards for data security.

Your practice maintains control over who can access data, records and documents.

The LOGIQC system provided through the Hauraki PHO + LOGIQC partnership includes the following registers:

- Risk/hazard register
- Document register
- Audit register
- Incident register
- Feedback/complaints register
- Improvement register
- Reports module

This special offer for Hauraki PHO practices means you receive free access to the system and training to get you started.

To sign-up for your LOGIQC system go to: www.logiqc.com.au/haurakipho

Pre-configured and ready to go with free training to make it easy and quick to get started.

The total support package includes:

- Flexible training options in both Thames and Hamilton
- Online support and helpdesk
- Pre-configured system loaded with relevant content and menu settings
- Support from Hauraki PHO staff

HAURAKI PHO
HAURAKI PRIMARY HEALTH ORGANISATION NETWORK

Matua Rōpu Hauora

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Strong linkages with standards

Here are just a few examples of how LOGIQC can help practices to strengthen systems and more easily meet the requirements of the *Aiming for Excellence* Standard and achieve Cornerstone™ Accreditation:

Indicator 28 in Aiming for Excellence requires that *'There is an effective incident management system'* including an incident register that supports sequential records, categories of incidents and severity assessment coding.

The LOGIQC Incident Register provides a simple online system for any staff member to record an incident. Once lodged, the item is given a sequential ID number and assigned to a person with accountability to manage the incident.

A built-in Severity Assessment Code (SAC) matrix means that each incident is given an automatic score based on your own settings which can then be reviewed and changed if required.

If the number of incidents recorded within a particular category exceeds your own pre-set threshold, automatic alerts and emails are sent to the people who need to know.

Indicator 19.1 in Aiming for Excellence states that 'The general practice team is able to demonstrate how they comply with the Health and Safety at Work Act 2015' and includes reference to a hazard/risk register and health and safety policies and processes.

The LOGIQC Risk Register comes pre-loaded with common risks relevant to legislation, standards, and the GP practice environment.

The Risk Register is much more that just a static 'list of things'. It's integrated with the other registers in your system which means you automatically get a 'big picture' of how effectively a risk is being managed.

The LOGIQC Document Register meets standards requirements for control of policies and procedures and ensures that documents are protected from accidental change or deletion.

Indicator 3.3 in Aiming for Excellence states that *'Complaints and their resolution are used to look for opportunities for learning and quality improvement'* and includes reference to a complaints register.

The LOGIQC Feedback Register allows all staff to record patient feedback (positive or negative) simply and quickly in a standard online form.

The person managing the complaint receives automatic email notifications and can review the complaint and delegate further actions if required.

All feedback recorded is saved to a register which forms a permanent record of events and action taken for future review.

Opportunities for learning and quality improvement can easily be generated in the LOGIQC system and linked to any instance of patient complaint or feedback.

Auditing

The *Aiming for Excellence* standard requires that audits are completed and documented across a range of clinical and administrative areas such as infection control, prescribing, health and safety, and patient records.

The LOGIQC Audit Register is not only an audit scheduler with automatic reminders but also ensures that audit results and related improvements are linked and all kept in one place.

Continual improvement

The *Aiming for Excellence s*tandard requires evidence of improvement actions being undertaken in a systematic manner.

The LOGIQC Improvement Register makes it easy for all staff to record areas for improvement arising from audits and adverse events such as incidents and complaints. Easily generate and share reports on all improvement suggestions and the action taken.

Aim for excellence

Use LOGIQC to go beyond compliance to meet a number of advanced and aspirational criteria in the *Aiming for Excellence* standard. For example:

Criterion 3.3 and Criterion 28.4

Link incidents and complaints to quality improvements.

Criterion 25.2

Schedule regular practice audits and ensure evidence of current audits, findings, reports and improvement activities are all easily accessible and in one place.

Criterion 29.5

Undertake quality improvement activities related to the management of targeted priority areas of clinical care generate detailed reports of the actions taken.

Extend your LOGIQC system with these optional additional features

At any time you can add the following registers for a small monthly fee:

- Compliance register to schedule and track regular tasks such as equipment calibration or contractual/legal reporting requirements.

- Training register to ensure staff training is monitored and all certificates are recorded.

- Licensing/credentialing register to ensure required practicing certificates are monitored and recorded.

- Contracts register to upload funding and staff employment contracts, and supplier agreements and get reminders about expiry and related tasks.

- Repairs/maintenance register for all staff to report issues relating to equipment and infrastructure problems.

- Accreditation register to conduct a self-assessment against standards, record evidence against criteria, and generate an action plan for improvement.