

Case Study

Moorfields Eye Hospital: Achieving Excellence Through Scheduling and Effective Governance



tendable

Background

Moorfields Eye Hospital NHS Foundation Trust is the UK's leading care provider of eye health services. With 2,300 staff members currently across 23 sites in and around London, Moorfields are dedicated to continuing building their legacy and paving the way for excellence in Ophthalmology. Their highly trained and knowledgeable clinicians facilitate patient treatment from the most common eye conditions to the rarest.

Challenges

Moorfields initial audit programme encompassed a variety of audits including Infection Prevention and Control, Quality Assurance and Theatre Safety. But data collection/submission was disparate, at times confusing for the auditor, and lacked the required staff engagement to provide sufficient quality assurance. A lack of structure and local ownership resulted in the need for members of the quality team to travel to sites to audit and submit activity at times, as well as overall low numbers of unsubstantiated data submitted. Inspection findings were also collated by the specific audit owners and not held centrally for local managers to assess compliance, note challenges, and make improvements.

“ A weekly Tendable Project Group commenced in May 2022 and, with the support of the Moorfields Excellence Delivery Board, agreed 2 KPIs to meet and evidence the progress. Namely to increase the number of submissions per month and increase the percentage of deadlines met per month ”

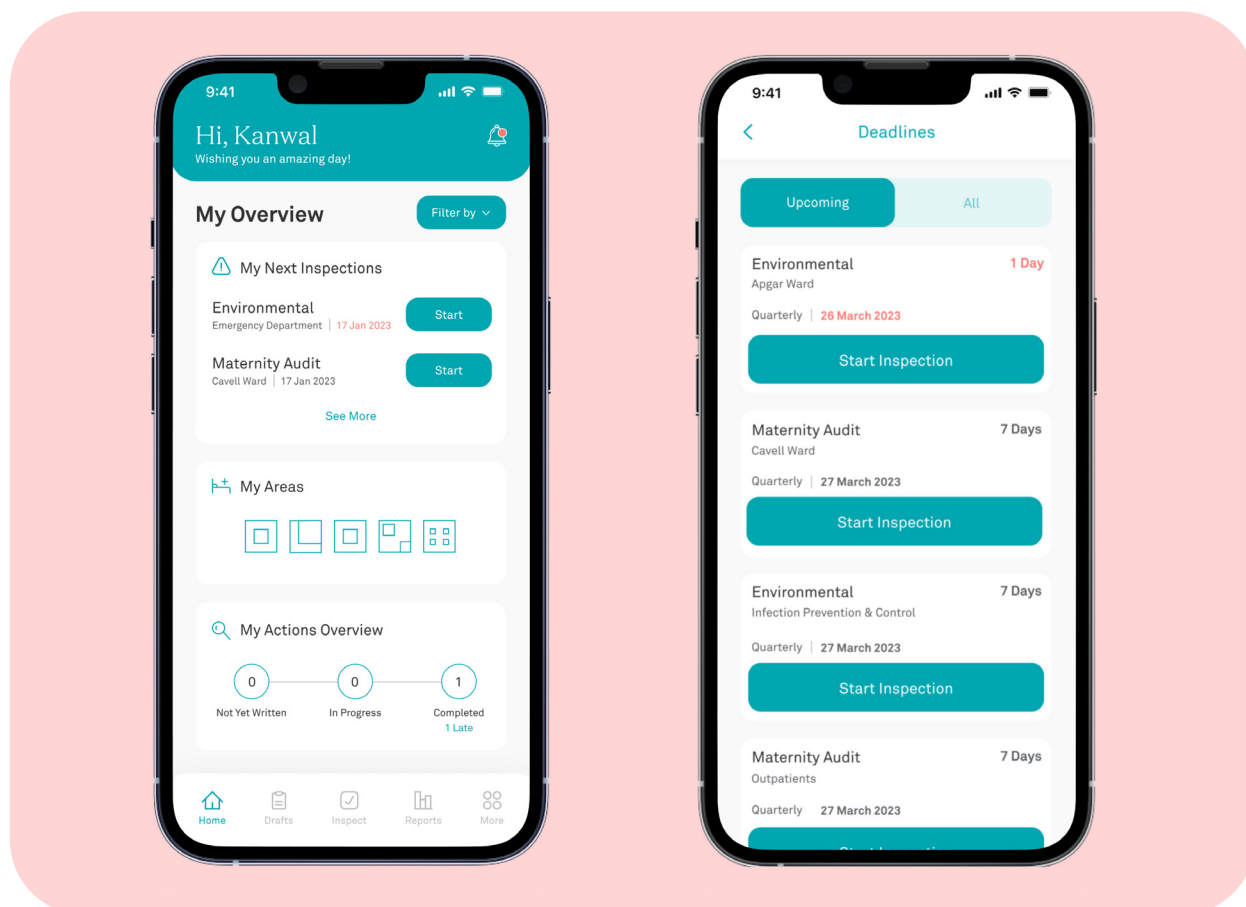
The Solution

In a collaborative effort, Tendable and Moorfields created a strategy to meet their KPIs, with 3 key tactics to promote engagement:

Audit scheduling through Tendable. Each audit within the programme was assigned to a schedule ranging from a weekly, monthly and quarterly basis, and each of the 26 audits were mapped to the 126 clinical areas across all sites.

Tenable schedule poster. A clear and concise scheduling poster, which communicates to staff their audit programme for each month of the year was developed alongside a spreadsheet of which clinical areas were expected to complete which audits. To keep staff informed, this was displayed on the trust intranet and in the staff common areas across their different sites.

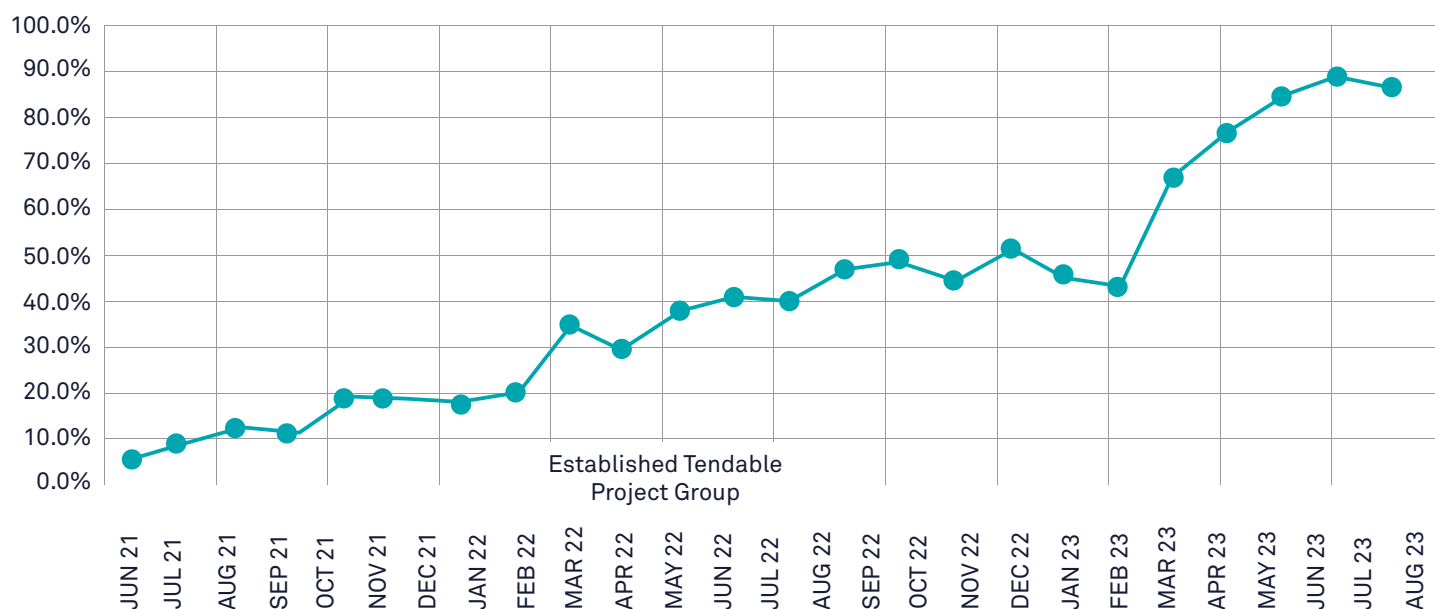
Robust governance & reporting structure. The Tendable project group and Moorfields Excellence Delivery Board to meet regularly to effectively manage the audit programme, and report on the data output using Tendable's Analytic Dashboards.



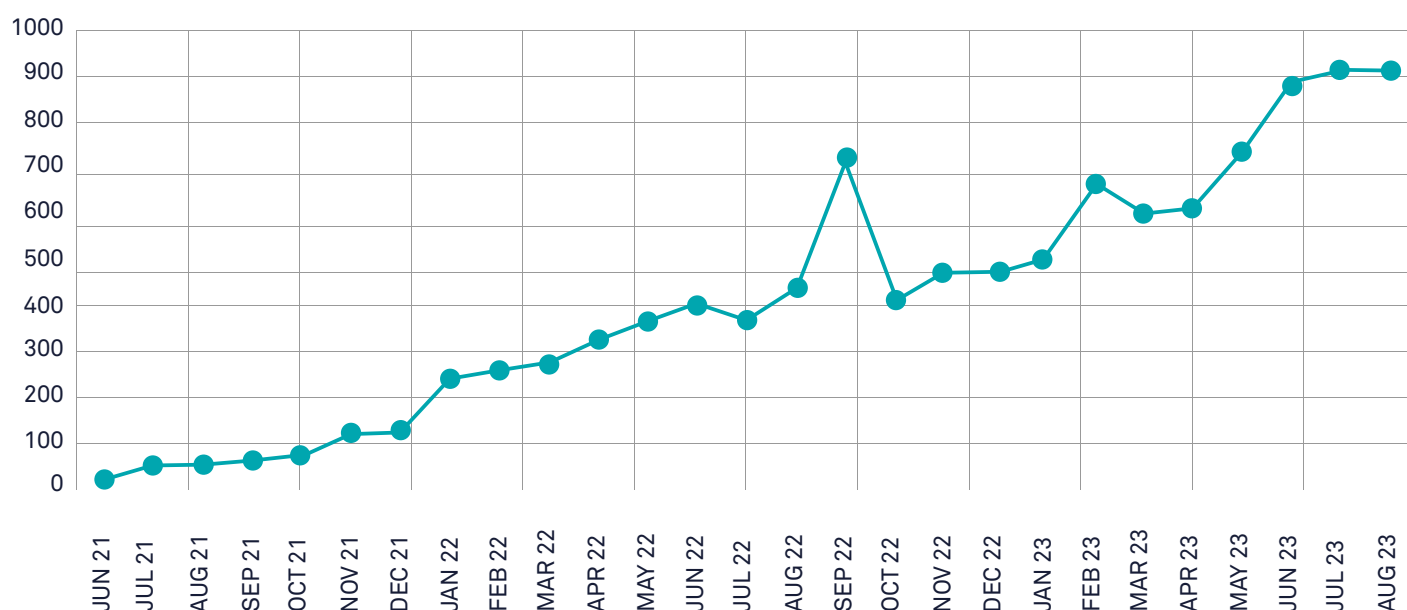
Within the Tendable App, upcoming deadlines for scheduled audits show in the user's home page – making it quick and easy to complete and on time. This compliance metric, which can be measured in the Tendable Analytics Dashboards, offers a clear insight into how many inspections are being completed and if the deadlines are being met.

Impact

KPI – Increase % of deadlines met



KPI – Increasing no. of Audits submitted per month



As a result of these strategies, the number of inspections submitted per month increased by an impressive 184 percent, which in turn had a positive impact on deadline compliance by 60 percent.

Subsequently, inspections scores improved en masse, with key Theatre and Environmental Infection Control Audits increasing by an average of 12 percent since 2022. Additionally, due to scheduled and frequent auditing, teams were able to act and resolve over 200 highlighted potential issues across the Trust. This improvement achieved by Moorfields resulted in successfully exceeding their project KPIs and building an empowered workforce; fostered by structure and the drive for improving quality of care.

The Tendable audit schedule continues to be promoted across their growing number of sites, supporting the transformative journey and aligning with Moorfields overarching goals; focusing on patient-centric care and ophthalmological innovation.