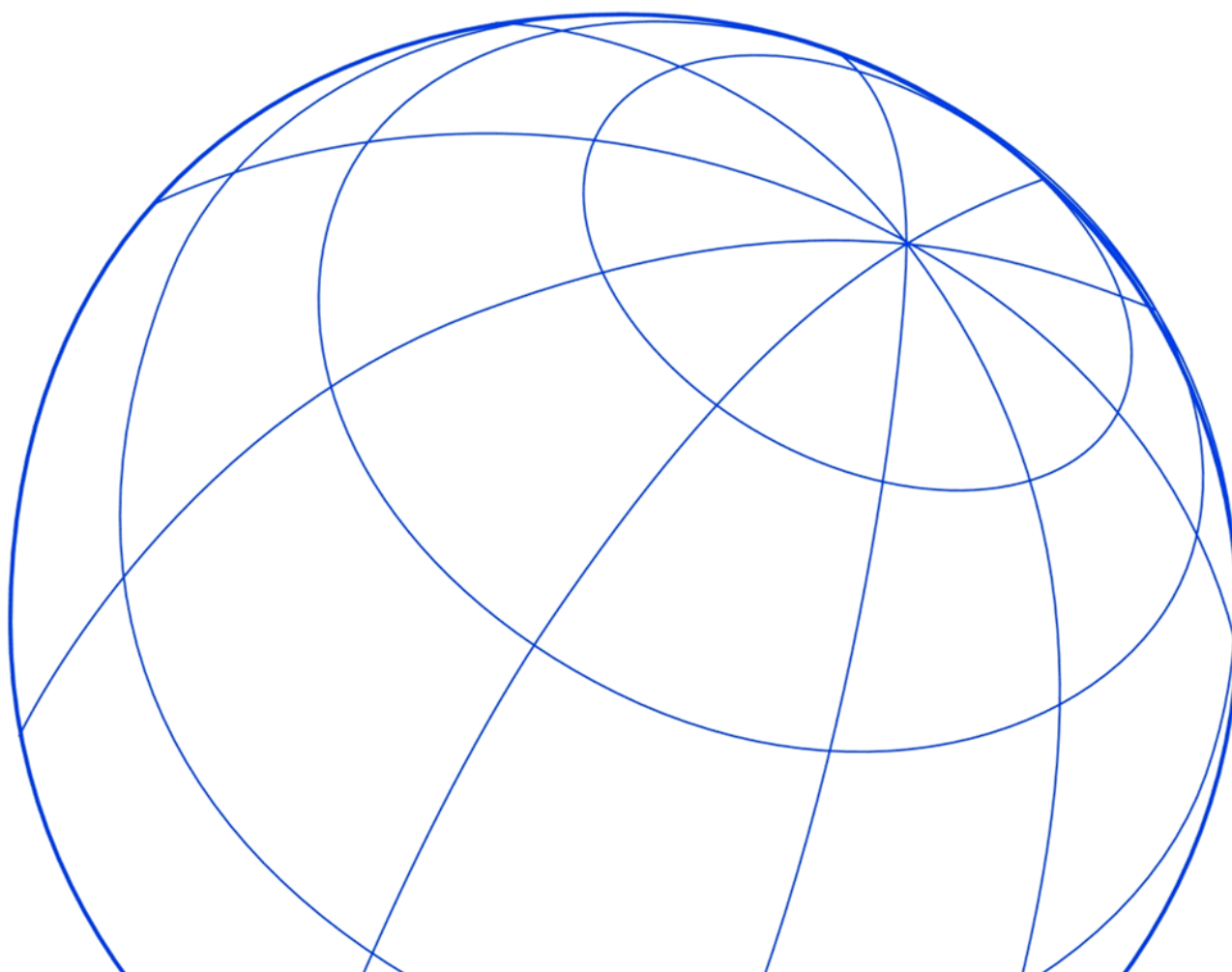




4 Ways Healthcare

Quality Account - 2011

11th November 2010
4 Ways Healthcare Limited
Dr Richard Preece



4 Ways Healthcare is a clinically-led UK radiology reporting company working in partnership with NHS organisations. Our executive team are all medically trained. We have a team of about 70 GMC registered consultant radiologists who report from our base in Hemel Hempstead and other locations in the UK.

Our priority is getting the right results to patients as quickly as we can. We have an enviable track record of measuring and reporting our clinical performance by independent audit.

Our operational processes are underpinned by:

- An experienced and dedicated team that is clinically led.
- Robust clinical governance led by senior NHS consultants
- Reliable operational processes rigorously tested with many NHS partners
- Thorough information management and security certified by external review
- A well-proven and resilient infrastructure
- A track record of innovation and improvement

Last year 4 Ways Healthcare reported more than 100,000 referrals for the NHS. We continually exceeded turnaround targets by a substantial margin beating a 48 hours target by a full 24 hours for Wave 2 London Diagnostic Scheme on almost every occasion.

Our team work hard to ensure patients get the outstanding service they deserve. In the last five years we have established our position as a respected and valued NHS partner. We have earned a reputation for delivering accurate reports on time and set a standard for measuring and reporting performance that we believe is also helping NHS radiology units improve quality.

We are continually learning and have again set challenging improvement objectives for the coming year during which we will provide additional reporting services, we will improve our systems for learning, and we will become one of the first organisations accredited by the Royal College of Radiologists and College of Radiographers (ISAS) scheme.

We are proud of the support we provide to our patients and our NHS colleagues. I am pleased to present 4 Ways Healthcare's first Quality Account which accurately reports our work in the past year.

Dr Sanjiv Agarwal MB BS MD MDSc
CEO
4 Ways Healthcare



Quality Systems

At 4 Ways Healthcare, quality is at the very heart of everything we do. Our aim is not to be satisfied with delivering only a quality service to patients we want to set a standard for others too.

CLINICAL GOVERNANCE FRAMEWORK

Clinical governance is led by our board but is a responsibility for all our staff, each of whom helps us deliver timely, accurate and effective patient care. 4 Ways Healthcare has appointed an advisory group of senior radiologists to advise on clinical matters. We review our Clinical Governance Framework regularly to incorporate new guidance and standards.

ISO CERTIFICATION

4 Ways Healthcare holds ISO 9001:2008 and ISO 27001:2005 certification which demonstrates that we are committed to quality, customers, and working efficiently. By maintaining this level of certification, we are able to demonstrate the existence of an effective quality management system that satisfies the rigours of an independent, external audit.

INFORMATION GOVERNANCE

4 Ways Healthcare score for 2009-10 for Information Quality and Records Management assessed using the Information Governance Toolkit was 94%.

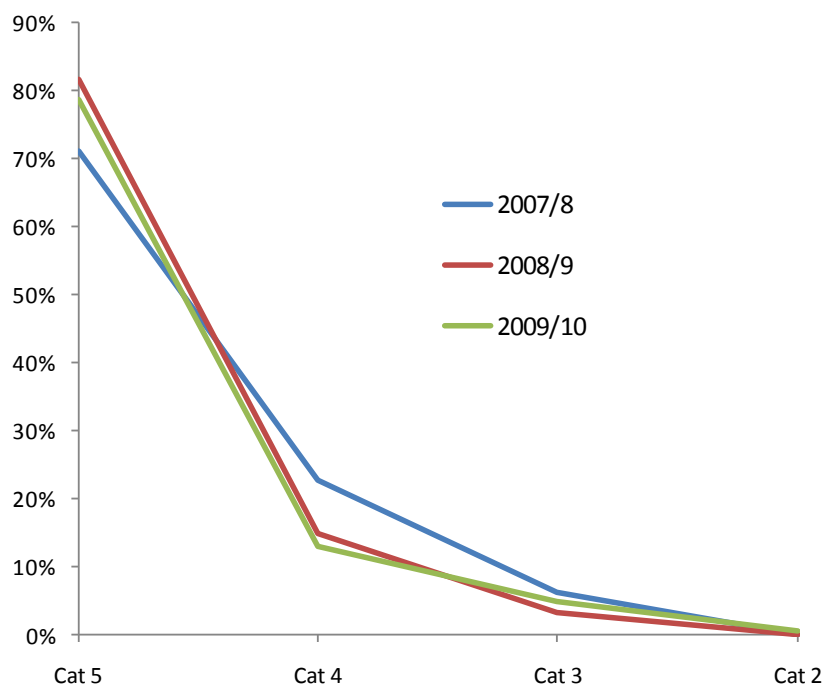
CLINICAL AUDIT

4 Ways Healthcare is at the vanguard of clinical audit in radiology. We audit about 10% of all our reporting. In 2010 we published a case series of about ten thousand audited radiology reports – the largest audit series ever published in the UK.

We have a separate team of sub-specialist auditors based in NHS tertiary centres. These provide expert feedback to our reporting radiologists that maximises learning. Through this work we have been able to demonstrate improvements in reporting precision.

FRAMEWORK FOR AUDITOR TO CATEGORISE FINDINGS

Category	Criteria
5	No disagreement
4	Disagreement over style and/or presentation of the report including failure to describe clinically insignificant features
3	Clinical significance of disagreement is debatable or likelihood of harm is low
2	Definite omission or misinterpretation of finding with strong likelihood of moderate morbidity but not threat to life
1	Definite omission or misinterpretation of finding with unequivocal potential for serious morbidity or threat to life



FEEDBACK

First and foremost, 4 Ways Healthcare's aim is to deliver fast and accurate radiology reports that enable patients to receive the care they need. Feedback from their treating clinicians is important and highly valued by our team. We respond quickly to the feedback we receive and are continually striving to improve precision and responsiveness.

4 Ways encourages feedback. Suggestions, clarifications, compliments and complaints provide learning and stimulate improvement. These are all important mechanisms through which we can improve our service to patients.

INCIDENT REPORTING

4 Ways Healthcare is committed to providing the highest quality of care to its patients and a safe environment for patients and staff alike. As part of this commitment, we have a robust system in place to monitor, assess and investigate all untoward incidents, rectify any faults and take action to prevent reoccurrence.

All incidents are reported centrally onto a database which is used to analyse trends.

Quality Improvement Initiatives for 2010

Following board consultation the top quality priorities for 2010 are

1. To achieve Imaging Standards Accreditation (ISAS)
2. To improve the reporting of quality data to stakeholders
3. To establish the out of hours service

PRIORITY 1: ACHIEVING ISAS ACCREDITATION

This new scheme launched in late 2009, is the outcome of a three-year project to create an accreditation process specific to radiology services in the UK in delivering higher quality patient-focused services. It has been jointly established with the Society and College of Radiographers and is being run for the two colleges by the United Kingdom Accreditation Service (UKAS). The ISAS standards include explicit outcome measures that encourage organisations to improve on a continual basis against performance targets.

GOAL

To be awarded ISAS accreditation

ACTION PLAN

- To apply for registration - March 2010
- Submit required documentation to UKAS - July 2010
- Assessment visit diarised - Nov 2010
- UKAS accreditation awarded - Jan 2011

PRIORITY 2: IMPROVING OUR REPORTING OF QUALITY

4 Ways Healthcare has sector leading clinical audit systems. NHS organisations are provided with regular reports demonstrating the precision of reporting by our Consultants. In 2010-11 we will present our **clinical effectiveness data** at the UK Radiology Congress and we will provide information on all the work done by each Consultant Radiologist in reports to Trusts.

GOAL

To present additional audit information to Trusts and to the profession

ACTION PLAN

- Present total audit data in a poster at UKRC - June 2010
- Report reporting improvement data in a presentation at UKRC - June 2010
- Provide all of each radiologist's audit results in summary reports – March 2011

PRIORITY 3: ESTABLISH THE OUT OF HOURS SERVICE

In 2010 4 Ways Healthcare will improve our service to patients by extending our reporting to urgent out of hours care. We will build on our partnerships with NHS trusts and use our robust and reliable systems for urgent daytime reporting for out of hours work. We will use our existing quality assurance systems to monitor and report performance to our partners.

GOAL

To establish an out of hours services

ACTION PLAN

- Launch the out of hours service - April 2010
- Begin the audit of out of hours reporting - April 2010
- Provide summary reports – August 2010

Mandatory Statements

During 2009/10 4 Ways Healthcare provided NHS radiology services, issuing over 100000 diagnostic reports. Almost all of these were for NHS patients

4 Ways Healthcare has reviewed all the data available to them on the quality of care in this NHS service. The income generated by the NHS services reviewed in 2009/10 represents 100 per cent of the total income generated from the provision of NHS services by 4 Ways Healthcare for 2009/10.

4 Way Healthcare score for 2009-10 for Information Quality and Records Management assessed using the Information Governance Toolkit was 94%.

During 2009/10, no national clinical audits and no national confidential enquiries covered NHS services that 4 Ways Healthcare provides.

4 Ways Healthcare has not yet participated in research. We will support research in the future when a suitable opportunity arises.

4 Ways Healthcare's income in 2009/10 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation payment framework. However, we are firmly committed to these and continually strive to be a leader in quality improvement.

4 Way Healthcare has not been previously been required to register with the Care Quality Commission and to periodic reviews. We have not been asked to participate in any special reviews or investigations by the CQC during the reporting period. We are not required to submit records for inclusion in the Hospital Episode Statistics and not subject to the Payment by Results clinical coding audit.