Laudix One Year Data

Purpose/Background:

The Laudix reporting system went live on the 10th September 2018. Laudix gives the Trust a way of highlighting some of the exceptional work that occurs every day here at Royal Papworth Hospital. A quick and easy reporting system for celebrating "everyday extraordinary" performance was an opportunity.

At Royal Papworth Hospital we have an excellent culture of reporting adverse events, and credit is due to the quality and risk teams for instilling this ethos. The corollary to this adverse event data is that we did not have a robust mechanism in place for the day-to-day reporting of exceptional patient care. This is an NHS wide failing, and one that we have led in addressing. Laudix has been recognized as an outstanding example of caring practice in the mock CQC report of 2018.

The domains within the Laudix reporting system are designed to mirror the CQC framework, allowing the RPH board to demonstrate areas of outstanding performance within the Trust.

At present, an online survey form is completed by the nominator. These forms are then read and distributed to the staff members who have been nominated via email, and their line managers copied in anonymously. This allows PIPR and Directorate level reporting. The data processing is labor intensive at present.

Summary:

The system went live on 10th September 2018, with 625 Laudix entered in the first 12 months. It should be noted that the domain choices for the positive incident type are currently mutually exclusive, due to the software used, with many respondents commenting that the incident could be classified in more than one domain.
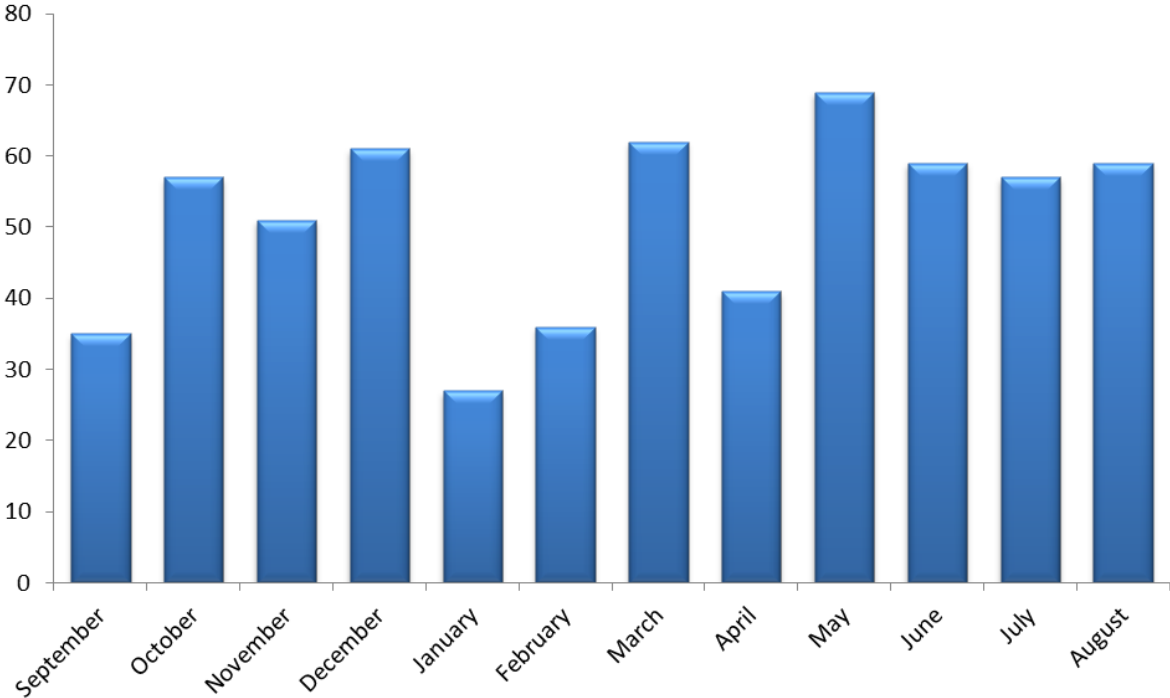
Future Plans:

The rollout of this initiative through NHSI Innovation, with support from the Eastern Academic Health Science Network Innovation Exchange, is currently being planned. To enable a ubiquitous portal for data entry, the possibility of an iOS/Android based app ("appLaudix") is also being explored.

Proposal:

- RPH to apply for and retain the intellectual property rights to Laudix
- Trademark registration
- Develop appLaudix and a dedicated web portal (?in house)
- Present at NCBC as example of transferrable innovation and quality improvement
- Application for charitable funds to finance the above

Responses by Month:

Responses by CQC Metric: note mutually exclusive at present

- Improving the patient experience
- Improving effectiveness
- Improving responsiveness
- Promoting patient safety
- Supporting other colleagues

Will Davies
September 2019