civica
Transforming the way you work

Coldharbour e-Compliance

A user definable, easy to use, data capture and forms management system

Transform your organisational processes with Coldharbour e-Compliance

Supporting
10,000
users of
e-Compliance
each day

Accessible on mobile devices, online or offline for **mobile data capture**

ISO 27001 accredited secure system with all data encrypted

With e-Compliance you can manage specific care and compliance requirements, maximise return on investment, minimise the number of business systems deployed and enhance operational efficiencies.

Complete quality assurance and measurement of care outcomes

The requirement for the care industry to manage and report on compliance and risk within their business has become increasingly important. With significant increases in external/regulatory inspections and the subsequent need for strict internal audit, each care organisation has to have robust systems for understanding and managing compliance.

Introducing Coldharbour e-Compliance

Using the e-Compliance system, customers can very quickly achieve company wide, real time **visibility** of incidents, accidents, complaints or any other areas where the flexibility of e-Compliance is deployed. Across the organisation forms and data capture can be made **standard**, **auditable** and **reportable**.

Key areas of the e-Compliance system include:

Accident and Incident Management	Adverse Event Reporting
Complaints and Compliments	Configurable Care Planning
Risk Management	Outcome Tracking
Audit and Compliance Assessments	Equipment Management
	Estates Management
	Patient/Resident Safety

The benefits

▶ Companywide 'real time' visibility of incidents, accidents and complaints

▶ Define your own forms, workflow, validation, alerts, document hierarchy and reporting

▶ Regulatory requirements, operational and management reporting delivered in a timely and accurate manner

▶ Standardisation of forms and process

▶ Accessible via Android and iPad mobile devices

▶ Integrates with Coldharbour core products

▶ Quick deployment and easy to use

▶ Flexible to use across the whole business

10 Reasons to Choose Coldharbour e-Compliance

1. Advanced risk visibility and management

e-Compliance provides a clear visual screen to enable a focal point for the most appropriate stakeholders to view and intervene on all areas of compliance. The system can track a position prior to intervention, record the outcome and potential risk to the business.

All event data can be output in an organisation specific risk register, highlighting levels of risk, probability of future risk and impact on both clients and the organisation.

2. Ideal for use at all levels of the business

Designed for ease of use by management, admin and care staff and available on pc, laptop, tablet or mobile device. If using on tablet or mobile device, e-Compliance can be used in the field or a residential setting. The system works online via mobile, or Wi-Fi and works offline where there is signal, or a requirement for online.

Dashboards can be presented in the most appropriate way, showing the most relevant information for each stakeholder. This may be at a detailed level for operational managers, or at a summary level with significant risks and non-compliance highlighted for senior staff.

3. Application designed around you

e-Compliance is a cross market application allowing any care organisation to configure and structure the system to meet specific care and compliance requirements.

4. e-Forms designer gives you total control

The e-Forms designer is the starting point for data capture. It allows branch based organisations to create a framework of bespoke web forms, attach workflow, alerts and validation for an array of different applications.

The forms are completed via a simple to use, web interface which is tailored for each individual user to ensure both security, ease of operation and error reduction.

5. Standardisation of forms and process

Standardised forms completed at the most appropriate point of entry can be cost effectively shared, stored, reported on and acted upon across the organisation.

6. Regulation and audit management

The unique structure of the system makes it a powerful tool for both internal audit and external audit for regulatory purposes. CQC standards along with other inspection standards can be built in to your e-Forms structure and workflow. The outcomes from this can range from ground level actions following audit, through to board level business intelligence and reporting.

7. Service improvement

Real time visibility of events, audit, compliance and care within your organisation is the first step to being able to improve performance in these areas. Identifying frequent areas of concern and risk can direct focus of effort towards these areas, enabling risk mitigation, increased compliance and improved service.

As well as highlighting areas for concern, success areas can also be highlighted and best practice from high performing areas can be shared across the organisation.

8. Visibility of entries across the business

Keyword search, document attachment, document scanning, indexing and user specific filters make finding details on cases and documents simple, for even basic level users. Our web interface has been designed to promote data entry and system acceptance by both clinical and non-clinical staff of all levels.

9. A fully-certified system

Our embedded EDM is core to the e-Compliance system. It is certified compliant with leading ISO 27001 security standards, has exhaustive audit trails, supersedes documents retained and version control. All documents are stored in a SQL database for industry storage and queries.

10. Secure

Using ISO 27001 accredited security and a granular user access model, e-Compliance has been designed to give each user only the appropriate access for them. This can be delineated by region, site, ward or area within a site, the type of documentation to be completed and the history of a document or case. Users will only be able to access information that is relevant for and appropriate for them and their security profile.