

Open wide for business: Helping Elite Dental Clinics to go from a standing start

A Quality Compliance Systems case study

Background

Elite Dental Clinics Ltd is a start-up private dental practice based in Cannock, Staffordshire.

The business has come together as a partnership between a dental surgeon and an entrepreneurial business manager. Suitable premises were located and agreed in April 2012 and over a period of 9 months the business achieved important milestones as it moved to opening its doors.

The ethos behind the business is not to let cost considerations undermine the quality of care. Consequently, there is a close focus on factors which influence care quality such as the time allowed for treatment and the quality of materials. Established on such a principle, the business is naturally aligned with the regulatory objective of patient-centric care, and compliance is interwoven with the values of the organisation.

With opening targeted for January 2013, compliance processes commenced with the initiation of the registration application to CQC. This gathered momentum in the last quarter of 2012.

The Challenge

With 22 years commercial experience, Simon Tracey, Managing Director of Elite Dental Clinics, was no stranger to the increasing influence of compliance.

He says, "I had seen a steady increase in the compliance burden in other areas of business. Essentially, we were setting up a new dental practice from a standing start and for me, coming from outside the dental sector, there was a steep learning curve."

"Obviously the details of compliance in dentistry are very specific. But once I had spent some time looking at it, I could see that basically it was the same game with different rules," says Simon Tracey.

To help him to get up to speed with the new rules, Simon Tracey drew on the expert opinion of a highly experienced medical professional. "This helped us to identify the best options for managing our compliance requirement. An Internet search led to QCS and after speaking with the team the recommendation was to use the QCS compliance management system to handle registration and to take care of the ongoing compliance requirement within the practice," Simon Tracey says.

The Solution

The QCS compliance management system is a library of policies and procedures and is written and maintained by those that are experts in the regulatory requirements of CQC. The system is composed of two information resources.

Key Facts

Elite Dental Clinics

- Start-up dental care provider in Cannock, Staffordshire
- Ethos driven by providing high quality of care in terms of time and materials
- Values aligned with user-centric care objective of CQC compliance

The Challenges

- Set up a new dental practice with no previous experience of CQC compliance
- Ensure CQC registration complete in time for targeted opening date
- Identify best compliance management solution for the business

The Solution

- Written and maintained by experts in CQC compliance requirements
- Modular set of ring bound printed manuals
- Parallel online system provides greater flexibility and better capability
- Updated in step with regulatory change

Key Results

- CQC registration achieved in line with deadline to commence trading
- Patient registration and consent forms created to meet urgent need
- Ongoing support to help fast track development of how to use the online system
- HR documentation assessed as very good by experienced commercial director

The first of these is a printed set of manuals. This is organised as a modular library of policies and procedures and presented in a set of ring binders. "This caught my attention because it sounded very similar to a commercial compliance system with which I was familiar," says Simon Tracey.

The ring bound modular arrangement makes it is easy to maintain. Updates are sent as required and outdated sections are simply replaced with new versions revised in line with any changes to the regulatory framework.

The second part of the system provides an online version of the printed resources. This provides access to technology-enabled versions of the printed policies and procedures, while allowing greater flexibility and better capability.

Online resources may be accessed from any suitable internet connected computing device and original documentation may be reproduced by printing on demand. During the CQC registration phase, the online system is 'smart'; it 'learns' the essential information about the service provider and populates it throughout, customising policies and procedures for each health and social care organisation.

The Results

"Using QCS compliance management we completed CQC registration in December in plenty of time to allow us to open our doors in January," says Simon Tracey. "The standard Statement of Purpose template document within the system provided an excellent basis which we developed to our needs and included as part of our final submission to CQC."

It has not all been plain sailing though. Simon Tracey continues: "We did not seem to have access to the essential registration and consent forms for processing patients. After speaking with QCS I discovered that these were not part of their system. They are actually part of the dental practice's business management system which was delayed with another supplier."

"As can be guessed, for us as a new dental practice, this was an acute problem. QCS specially created these forms for me and emailed them over, enabling us to register patients and obtain consent for treatment in the correct manner," says Simon Tracey.

By his own admission Simon Tracey has a steep learning curve, not only in the world of CQC compliance, but also as a computer user. "I do find some aspects confusing but I am a relative novice with computers. QCS recognises this and provides user support to help get me up to speed."

There are future plans to expand the business and possibly to grow organically as a multi-site organisation. "From my commercial experience I recognise that QCS HR documentation is very good and I look forward to using it as the business expands," Simon Tracey says.

About QCS

Quality Compliance Systems (QCS) offers a unique approach to CQC Compliance with an online and paper based service specifically tailored to the individual needs of your organisation.

Whether you are an established Care Provider, Dental Practice, GP Surgery or a start-up organisation, our service is provided with the aim of ensuring that all aspects of compliance are being attended to.

Our industry experts continually update existing policies and procedures, whilst introducing new ones in response to the latest changes issued by the Care Quality Commission (England) and the SCSWIS (Scotland).

Read the reviews

<http://www.trustpilot.co.uk/review/ukqcs.co.uk>

Try QCS with a FREE trial

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