



Royal College *of*
Emergency Medicine

2021/22

RCEM National QIP User Guide

A guide for users of the RCEM National online QI system

EXCELLENCE IN EMERGENCY MEDICINE

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Introduction

Quality Improvement (QI) is becoming ever more established in emergency medicine, and we are so proud of you being part of the specialty leading the way and embracing better care for patients.

To better support you in your QI journey RCEM have moved away from the traditional audit model of simply collecting and reporting data, and towards a national quality improvement programme (QIP).

Just like always, we will be running three topics of vital importance to emergency medicine:

- Pain in Children
- Consultant Sign Off
- Infection Prevention and Control

However, rather than waiting until next spring to see how your ED is performing on these topics you'll know as soon as you've entered the data. Not only that, but you'll be able to see much more detail how your performance changes over the whole data collection period and what impact your quality improvement initiatives are having.

What has changed?

We have made several improvements to support you to take greater control of your data and use it for effective local quality improvement. Here are some of the new features you can look forward to:

- New dashboard showing real-time data for your ED
- Track how your data changes over weeks and months on SPC charts
- Quality improvement features built in
- Record PDSA cycles and they will automatically be annotated on your charts, so you can see how effective they have been
- Choose who to compare your EDs data to; initial options will include your Trust, your Country or the whole UK
- Better user interface
- Better data validation
- Faster data entry
- Data mapped to ECDS for easier patient identification and extraction from your system

Quick links

This is a handy collection of the most popular links.

- [Information about the QIPs](#)
- [Contact the College](#)

Getting started – registration and logging in

This section applies to QI leads and department administrators only (i.e. the individuals named on the registration form submitted to RCEM).

1. Registration and access

Emergency Departments (EDs) are required to register with RCEM to access the QI website. If your Trust has **not yet registered**, please complete the online registration form by clicking on [online registration form](#).

Please note, to successfully complete the online QI registration process, Trusts are required to send a copy of the purchase order. If you have any issues, please contact quality@rcem.ac.uk.

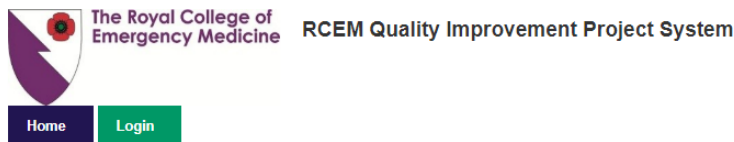
2. Site URL

<https://audit.rcem.ac.uk>

The QI system was developed in partnership with Net Solving Ltd. And it is the website where data is entered.

3. Terms of agreement

To progress to the login page, users are required to confirm that they understand and accept the terms and conditions by clicking on the 'I accept' at the bottom of the page.



Terms of agreement

The Terms Of Agreement must be accepted before proceeding:

Key points

- You will maintain confidentiality of username and password and assume responsibility for all activities that occur under your username and password.
- You will verify contents obtained from the site with the official patient medical record before making medical decisions.
- The Royal College of Emergency Medicine makes no express or implied warranties with regard to the content or reports from the site.

1. Acceptance of Terms

RCEM Quality Improvement Project System ("Royal College of Emergency Medicine", "RCEM", "QIPS", "Quality Improvement Project System", "we", "us" or "our") provides access www.rcemqips.com (the "Site") subject to your acceptance of these Terms. These Terms may be updated by the Cystic Fibrosis Trust from time to time without prior notice.

By accessing, browsing, entering data or otherwise accessing the Site, you become a User and assert that you have read and understand and agree to be bound by the terms of this Agreement. If you have any questions about this Disclaimer, please contact us at audit@rcem.ac.uk.

2. Your Account Obligations

You are responsible for maintaining the confidentiality of your username and your chosen password, and for all activities that occur under your username and password. You agree immediately to notify us of any unauthorised use of your username or password or any other breach of security.

3. Disclaimers

The medical data and other contents of the Site ("Contents") were furnished by and entered into the Quality Improvement Project System by third parties with the permission of the RCEM and are presented for informational purposes only.

Content contained within or reported by the Quality Improvement Project System does not supersede the official patient medical record. The RCEM makes no representations, warranties, or assurances as to the accuracy, currency or completeness of the Content provided.

You accept the responsibility to verify any contents obtained from the site. Contents should be verified with the official patient medical record before making medical decisions. You should not rely on anything contained on this site to suggest a course of treatment for any medical condition. Contents do not substitute for review of an individual's medical record and consultation with a physical or other qualified health provider.

4. No warranties

The RCEM does not make any express or implied warranties, presentations, or endorsements whatsoever (including, but not limited to, warranties of title or non-infringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to the site, the content, any reports provided through the site, and the RCEM shall not be liable for any cost or damage arising either directly or indirectly from any content or use of the site. It is solely your responsibility to evaluate the reliability, accuracy, timeliness, completeness or usefulness of all services and content provided through the site. The RCEM does not warrant that the site will be uninterrupted or error-free or that defect in the site will be corrected. The site and the content made available on the site are provided on an 'as is' and 'as available' basis.

Decline

I accept

4. Logging in

After you have accepted the terms and conditions, please enter:

- your username (this is your e-mail address)
- your password.

Login

Please enter your login details...

Username:

Password:

Login

Need to set your password or forgotten your password? [click here](#)

If you are experiencing problems logging in, please contact the RCEM audit team.

Email: audit@rcem.ac.uk

Telephone: 020 7400 6108

5. Creating a password

Users

Users named on the registration form will receive an e-mail with a link to set a password:

- Clicking on the link in the e-mail will lead to the 'Request password reset' page, where the username (e-mail address) should be entered to generate a password reset link, which will be sent to the respective email account

Request password reset

Need to reset your password?

Username

Email password reset link

Forgot your user name? Please contact RCEM audit team:

Email: audit@rcem.ac.uk

Telephone: 020 7400 6108

Users who have moved to a different organisation

If you have moved to a different organisation and been included, please contact the [College administrators](#), who can either re-assign your account or create a new one for you.

Getting started – activating the QI portal and managing your account

This section is for Department Admins.

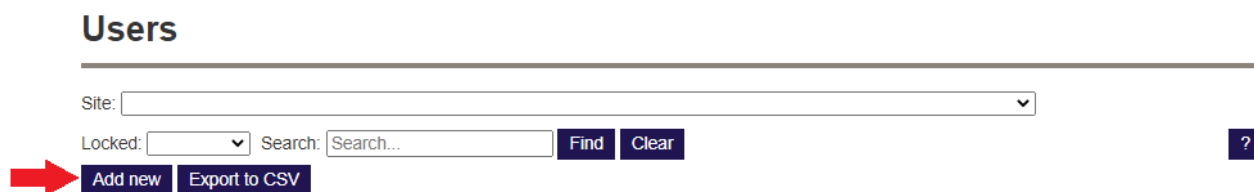
Creating & managing user accounts

Department Admin users can create additional user accounts for their ED(s). To do this you must know their e-mail addresses and full names.

STEP 1. Click User Management



STEP 2: Add New



STEP 3: Input Username, Full name and Email

Username and email should always be the same

User name	<input type="text" value="example@email.co.uk"/>
Full name (including title)	<input type="text" value="Individual Full Name"/>
Email (also default for username)	<input type="text" value="example@email.co.uk"/>

STEP 4: Check the exact following boxes to permit access to each QI topic

Here you can select which QIPs the person will have access to. You will also be able to define their role and, in case your Trust has more than one ED participating in the QIP, which sites the person will have access to.

Permissions

- Organisational
- Clinical *Enables clinical data entry*
- Site administrator
- System administrator
- View personal identifiable information
- Edit text content
- Edit question text
- Edit data entered by users
- Statistician

Select the first option for each QIP to enable access

Infection Control Clinical permissions

- Infection Control Clinical Sites
- Infection Control Clinical Site Admin
- Infection Control Clinical Site User

Pain in Children Clinical permissions

- Pain in Children Clinical Sites
- Pain in Children Clinical Site Admin
- Pain in Children Clinical Site User

Site Admin/User is defined in the roles dropdown list

Main Role

No access Site 1 Name

- No access
- Site Administrator**
- Site User
- Site Reader

STEP 5: Click Insert when done.

The user should then automatically receive an email containing their log in instructions. The new user will need to click on [Request password reset](#) to set a new password to access the QI portal.

NB- When you enable access to the either the Infection Prevention and Control or, Pain in Children QIPs, the user will be able to interact with the QIP from 2021/22 (year 2 “V2”) as well as the QIP from 2020/21. In case the user is not able to see the 2020/21 or 2021/22 version for either QIP, this means that your ED has no access to the QIP i.e. your ED did not participate on the 2020/21 QIP or did not sign up for the 2021/22 QIP.

Entering data

This section explains how users can enter data for each QI topic.

Staff who want to enter data must ask their QI lead to set up an account for them (who will complete the steps outlined in the previous section). You will need to tell the QI lead your e-mail address.

Once an account is created for you, you will receive an automatic e-mail entitled 'Welcome to the RCEM Quality Improvement Programme'.

Clicking on the hyperlink in the e-mail will take you to the QI portal, where you will be asked to select a password.

Enter a password and then enter again to confirm.
Press 'continue' to complete setting your password.

Click on the 'log-in' icon at the top-right of the page and enter:

- your username (which is your e-mail address) and
- your password

IMPORTANT: If you forget your password it can be reset by going to <https://audit.rcem.ac.uk/account/ResetPasswordRequest> - You will receive an automated e-mail – follow the link within to set your password.

Getting started

Before you proceed to enter data, read the information packs which contain important information about:

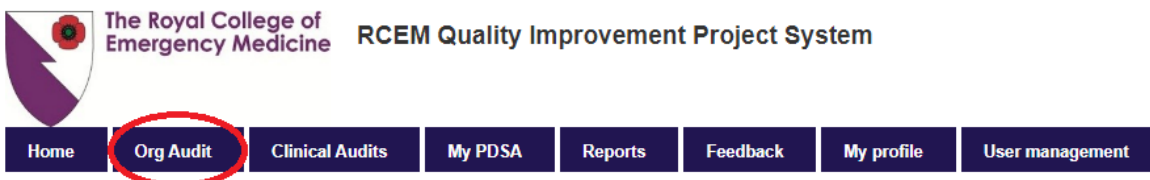
- Introduction
- Methodology
- Data entry information
- QI Information
- Standards
- QI questions

Please do not enter any patient identifiable data at any time.

Data entry – Organisational audits

This is to be completed once by the department.

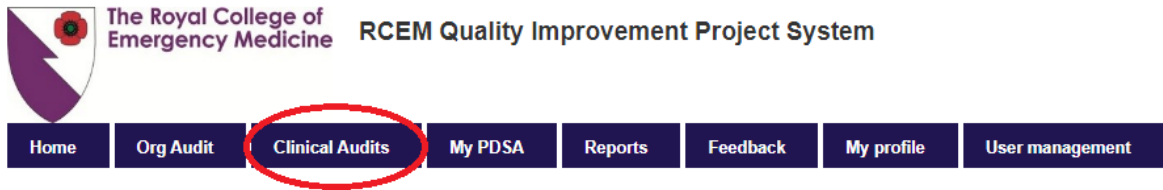
After logging-in, an icon in the top-right of the screen will show your log in details.



1. Select 'Org Audits' from tool bar as above

Data entry – Clinical

Click on the QI topic you wish to start; Pain in Children, Fractured Neck of Femur or Infection and Prevention Control.



Enter data using the below tabs and this will be saved when you move between tabs or click save. **Once the record is complete and saved you please lock it.** Once the record is locked you will be unable to edit the record further but will still be able to view it. If you need to unlock the record for any further changes, please contact RCEM QI team on 020 7400 6108 or by e-mail at quality@rcem.ac.uk

2. Make sure the coloured strip at the top turns green – ‘complete’ which means the page has been completed before the end of the data collection period. ‘Incomplete data’ will show up as orange, ‘errors in red’ and ‘not saved’ in blue.

Mental Health Clinical

Data should be entered using the below tabs, and will be saved when you move between tabs or click save. **Once the record is complete and saved you can lock it.** Once the record is locked you will be unable to edit the record further but will still be able to view it. If you need to unlock the record for any further changes please contact RCEM audit team on 020 7400 6108 or by e-mail at audit@rcem.ac.uk

Site: **Pilot - RCEM staff** Case ID: 24

Complete Incomplete Errors Not saved

Patient details Assessment and observation

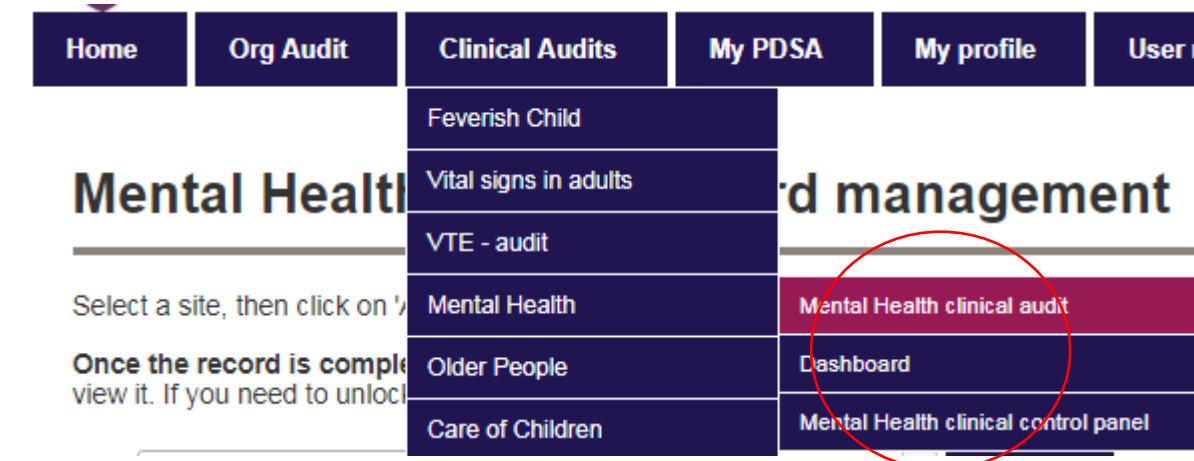
Patient details

1.1. Reference (do not enter patient identifiable data)	12-12
1.2. Date and time of arrival	12/08/2019 07:00
1.3. Date and time of mental health triage	12/08/2019 <input type="checkbox"/> Not done 07:00 <input type="checkbox"/> Time not known
1.4. Was the type of self-harm recorded?	<input checked="" type="radio"/> Self-injury <input type="radio"/> Self-poisoning <input type="radio"/> Not recorded

Exit

Quality Improvement Project – data entry

- To commence, choose the appropriate QI topic from the top of the homepage e.g. Fractured Neck of Femur, Pain in Children and Infection Prevention and Control.



- 1) Select a site, then click on 'Add record' to enter details of new case
- 2) Once the record is complete and saved you can lock it. Once the record is locked you will be unable to edit the record further but will be able to view it. If you need to unlock the record for any further changes, please contact RCEM QI team on 02074006108 or by email at quality@rcem.ac.uk.

General information about entering data

You must complete a record for each patient. Use the patient's notes to answer each question using the drop-down menus or time/date fields. Here are some general notes about entering data:

1. **Patient reference fields** - do not enter patient identifiable data in the patient reference field; you can enter a bespoke reference to help you refer back to notes.
2. **Time fields** –the 'time picker' will select time by the minutes or users can enter the time manually if preferred by typing in the box (e.g. 12:34).
3. **Date fields** – answer using the following format: dd/mm/yyyy or click on the adjacent calendar symbol to select a date. Users can enter the date manually if preferred by typing in the box.
4. **Notes** – use this space to record any additional notes for local use. RCEM will be able to review information you record here so it is a useful way to capture any comments specific to that patient. Do not enter any patient identifiable data.
5. **Conditional questions** – please note some questions will only appear depending on the answer to the previous question. Red and orange markers indicate potential data entry errors or missing data.
6. **Check answers carefully** - please check all answers carefully before saving. You can edit answers by returning to the form at any time before you lock the record.
7. **Entering a new record** – return to the homepage for that QI topic and then select 'add record'. The exit button will take you back to the homepage for that QI topic, which is positioned below the save button on the right of the screen, see screen shot above.
8. **Ensure you save each record** – after you have finished entering data for each patient, make sure you press the 'save' icon (at the right of the record). The record will also save automatically as you move between tabs.

9. **Tracking progress** - above the record you will see a summary of your progress for each tab, showing which are complete, incomplete, have errors or are not saved. The aim is for all four tabs to turn green per case. Once you are happy with the information saved you can then lock that record.
10. **Amending records** – you can return to the summary of saved records and their completion status using the 'exit' buttons.

Case Id	Arrival or triage date	Reference	DOB	Record status
45				Not saved
44	11/07/2018 12:34	tester	02/07/2018	Incomplete
41	12/07/2018 12:23	sam test case	17/07/2013	Incomplete
39	10/07/2018 12:34	sam test	02/07/2018	Incomplete
37	03/07/2018 04:00	wedwed	01/07/2018	Incomplete
26	13/07/2018 01:18	ALEX TEST	11/07/2018	Complete
20	01/01/2018 07:00	h4h4h4f	23/07/2015	Submitted
19	13/07/2018 03:53	0010001100	13/07/2018	Submitted
17	01/06/2018 06:00	55111151515	01/07/2016	Submitted
16	01/07/2018 03:19	156156	26/07/2017	Submitted

Data that has not been submitted will be indicated in the summary page. Here you will be able to edit that record by clicking on the edit symbol. You will be able to edit data until the closing date. **Ensure you press save after making amendments.**

Dashboards

We have made several improvements to support you to take greater control of your data and use it for effective local quality improvement. Here are some of the new features you can look forward to:

- New dashboard showing real-time data for your ED
- Track how your data changes over weeks and months on run charts and SPC charts
- Quality improvement features built in and displayed on the dashboard
- Record PDSA cycles and they will automatically be annotated on your charts, so you can see how effective they have been
- Choose who to compare your EDs data to; initial options include, your country or the national sample (UK)
- Better user interface
- Better data validation
- Faster data entry
- Hover and click as dashboards are interactive
- Clear distinction between your ED in purple and comparative data in blue

How to use the dashboards effectively

Exporting the site-specific charts from the dash boards:

To export the charts, carry out the following steps:

- Log into the QI portal
- At the home page click on clinical audits, then the relevant QI topic, and then on the dashboard as per the below screenshot (repeat process for other QI topics)



For local charts:

- At the dashboard page, go to health board/Trust and select your Trust. Where it says date from and to, select **appropriate date field**.
- Then click on view **dashboard**. Wait for page to load and then you can start to export the local charts by clicking on the three lines at the top right corner of each chart. Then repeat the process.

For national charts:

- Once you have finished downloading all local charts scroll to the top and where it says '**compare**', click on **National** from the drop-down menu, and then click on **view dashboard** which will reload the page with the national charts for your Trust. This will then give you a blue dotted line across all the charts showing the national mean.

Finally, repeat the process for the other QI topics.

How to download the Trust CSV report data file

- At the home page, click on the clinical audits, then the relevant QI topic
- Then click on the clinical control panel
- Select the tab, 'report main data'
- Select your Trust from the site drop down menu
- Where it says, 'data sections' select clinical from the drop-down menu
- For date from: Enter 01/08/2019 to 31/01/2020 (the data collection period)
- For data type: select, 'all data'
- For locked/unlocked data: click on 'both' (locked/unlocked)

Useful tips

1. The dashboard works best when you have patient data for each week
2. If you add additional data, it will automatically be added to the week the patient attended
3. Click on the three lines icon as in the screen shot below and you can export of the chart for easy sharing or reporting
4. Remember to click 'view dashboard' to apply any changes to the date range or comparative sample
5. Look out for coloured bands that show when your ED has tried a PDSA.

Quality improvement - PDSA

The purpose of quality improvement is to quality assure and quality improve your service where it is not meeting standards. The new RCEM system allows your team to record details of quality improvement projects (QIPs) and see on your dashboard how each initiative affects your data on key measures.

We encourage you to use this new feature to try out QI topics in your department. If you are new to QI, we recommend you follow a Plan Do Study Act (PDSA) methodology. The [Institute for Healthcare Improvement](#) (IHI) provides a useful worksheet which will help you to think about the changes you want to make and how to implement them.

How to add a PDSA

- 1) Click on the My PDSA tab
- 2) Select appropriate QI topic from the drop-down menu where it says 'Study'
- 3) Complete the following fields: title, data from, chart, description and date. The dates chosen will automatically be synced with the appropriate chart in the dashboard
- 4) Go through the following tabs: plan, do, study, act and reflect and include the information about your PDSA. This can be seen by other staff from your ED.
- 5) Upload any relevant attachments, this might include meeting minutes or a test proforma for example

The Royal College of Emergency Medicine RCEM Quality Improvement Project System

Home Org Audit Clinical Audits **My PDSA** My profile User management

Health Board/Trust: Pilot - RCEM staff Study: **VSC**

Title	Starting	Ending	Edit	Delete
Really great idea #1	04/07/2018	11/07/2018	Edit	Delete
sam test	01/07/2018	08/07/2018	Edit	Delete
Sam test 277	11/06/2018	20/06/2018	Edit	Delete

Title: test Description: test
Date from: 04/07/2018 Date to: 22/07/2018
Chart: [All]

Plan Do Study Act Reflect

Plan:
Plan the test, including a plan for collecting data.
• State the question you want to answer and make a prediction about what you think will happen.
• Develop a plan to test the change. (Who? What? When? Where?)
• Identify what data you will need to collect.

For examples please see the IHI [Plan-Do-Study-Act Worksheet](#)

Upload Attachment
Choose file No file chosen

Colour: Red Save New

At the end of the QIP

Submitting data

As soon as a record is saved then that data is charted in the dashboard. Once data has been verified as accurate this should then be locked by your ED. All locked data will automatically be submitted to RCEM for analysis.

Data can be submitted online at the link below from 3 November 2020 – 9 April 2021 (3 October 2021 for the Pain in Children QIP). You can find the link to log into the data entry site at [www.rcem.ac.uk/audits](https://audit.rcem.ac.uk).

Reports

After the QI topics close, RCEM will analyse the data and produce a report for each ED comparing your ED's findings with those of all participants. The reports will be made available online via the QI portal.

You can export your dashboard charts and data at any time before or after the deadline to create your own reports.

Certificate of participation

Certificates can be provided as proof of participation. These can be downloaded from the QI portal after the data entry deadline has closed on 9 April 2021 (3 October 2021 for the Pain in Children QIP).

Help

QI users should contact their Department Admins in the first instance, but anyone can contact RCEM for assistance in a variety of ways (Mon-Fri, 9-5):

Queries regarding QI questions, criteria or guidance:

1. **FAQs:** Before contacting RCEM check the FAQs in the QI information packs to see whether your question has been answered already. If not, contact RCEM via the methods below.

Technical queries:

1. **E-mail:** send an e-mail to quality@rcem.ac.uk
2. **Phone:** +44 (0) 20 7404 1999 ext. 3142



The Royal College of Emergency
Medicine

7-9 Breems Buildings

London

EC4A 1DT

Tel: +44 (0)20 7400 1999

Fax: +44 (0)20 7067 1267

www.rcem.ac.uk

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