Digital & Intelligence Transformation; CQC Public Board Annex 1

18 October 2017

What this means for stakeholders

Service users / Citizens	Providers	Staff	Others
Greater trust that CQC can identify good and poor care, using our expert, independent judgement and take action where necessary to protect individuals' rights	Mutually beneficial relationship with CQC on data sharing and single shared view of quality with data pushed real-time both ways (includes burden reduction)	Automated triggers and alerts enable greater effectiveness, consistency and timeliness of decision-making, minimise the risk of human error and make it easier for inspectors to do their job	CQC is seen as the authority on quality whom others want to work with to innovate and improve
An improved way of displaying and sharing inspection report data and other insight for providers and public, enabling better choices to be made	From registration through monitoring, inspection, rating and enforcement, providers will see CQC as easier to do business with and providing value for money	Inspections are driven by need (change in quality or risk) rather than by an agreed schedule. Core belief that using insight to drive decision-making delivers greater impact and they evangelise this to others	Greater efficiency is generated in the system through more unified data sources and intelligence being shared in an automated way
There is an open, transparent dialogue about the way CQC uses data to drive improvements in the quality of care delivered which the public supports	Actively use CQC data to drive their own systems and processes allowing them to take pro-active action to address risk and share steps taken with CQC	'One CQC' approach with specialist workforce collaborating to deliver improved outcomes and innovation; enabled with strong communication tools, access too all relevant information and expert training	
Improved access to CQC to report and discuss quality of care leading to a more personal regulatory approach	A digital registration and account management service, with clear, relevant & flexible data capture with easy to use interfaces and input screens, will reduce manual input and duplication	More flexible workforce driven by modern, mobile devices allowing us to effectively collect, view and share information on the move	The whole sector is seen as being supportive of providers through burden reduction