



PRSB Standards Partnership Scheme

Quality Report

Company: Fusion eCare Solutions Ltd

Product : Fusion eCare System

Standard assessed: About Me v1.2

Date: 22.08.23

Introduction

PRSB has introduced the Standards Partnership Scheme to support software suppliers to successfully implement our information standards in their digital solutions to enable better care and ultimately interoperability.

We work with you in a way that is collaborative and developmental as well as providing advice and guidance, we welcome feedback from suppliers and expect that our standards will evolve and improve as a result.

Our approach is based on assessment by care professional experts with skills and experience in informatics, standards, health and social care. It includes independent and detailed assessment of data item fields, their associated attributes; business rules relevant to effective use of the standard by end users / care professionals; and sandbox testing of the supplier's system with structured test cases. There is an additional organisational level assessment to review whether the supplier has a strategic approach to leadership of the standards agenda.

We set a minimum bar across all aspects of the assessment that must be achieved to attain the PRSB Quality Mark. Once that bar has been achieved, a supplier is assessed at one of three levels of attainment demonstrating and differentiating the maturity of their product.

Our expectation is that suppliers will aspire to continuously improve their product based on our feedback and aim for full conformance in due course as part of continuing system maturity. As the market matures, we also expect to move the minimum bar upwards.



Supplier overview

Fusion eCare, a software supplier with over 20 years' experience, creating easy to use care management software specifically tailored for care settings in the UK and Ireland. Their client base consists of large multi home operators such as Avery Healthcare to single site operators and care homes. The company also recently became a Digital Social Care Record Assured Supplier achieving the requirements and standards to help deliver excellent care with its digital solution.

The system offers a comprehensive care planning solution designed to streamline and enhance the care process. It provides robust risk assessment tools, an intuitive care planning interface, and efficient task management capabilities. Additional features include a user-friendly resident dashboard, body mapping for skin health management, and daily note functions with voice command support. The platform emphasises integration and interoperability, facilitating connections with third-party service providers. Fusion eCare also offers invoicing and staff management solutions.

Assessment details

Name	Version
About Me Standard	V1.2
Date	22.04.21
Assessors	
Name	Clinical specialty
Joseph Dent	Paramedic, Advanced Clinical Practitioner
Matt Butler	Registered Nurse, Clinical Information and Clinical Safety Officer (CSO)

Organisational leads	
Name	Role
Ben Richardson	Business Strategy and Marketing Manager
Stuart Taylor	Director of Development

Attainment details

Fusion eCare attained Level 3 conformance for implementation of the PRSB About Me Standard v1.2 as outlined in the following table.

Organisation assessment. All 'must have' conditions met	Yes
All 'must have' data items in the right cardinality and value set (or mapping)	Yes
All 'must have' business rules are met	Yes
Total data & business rules	11
Conformant	11
Conformant result	100%
Conformant Y/N	Yes
Conformance level passed: Level 1: 40 - 49% Level 2: 50 - 69% Level 3: 70 – 100%	Level 3

Observations

The following sections provide a summary of the in-depth assessment of Fusion eCare outlining their conformance with the business rules and information model of the About Me Standard v1.2 as implemented in the system.

Business Rules

The Fusion eCare Solution ensures that the care plan is kept up-to-date and all stakeholders have access to any changes/updates made. The care plan can also be shared with other healthcare professionals involved in the individual's care to ensure a coordinated approach to their overall health and wellbeing. Additionally, the software allows for regular monitoring, evaluation, and updating of the care plan to ensure it continues to meet the individual's evolving needs. The system therefore enables a comprehensive and collaborative approach to care planning intended by the standard, which can lead to improved outcomes for individuals and their families/carers.

The software ensures that the 'About Me' information is accessible only to authorised users, such as healthcare professionals involved in the individual's care, and is secure from unauthorised access or breaches. The system employs vital security measures, such as secure login and access protocols, data encryption and regular security updates to protect sensitive patient information.

Fusion eCare software offers a comprehensive and collaborative approach to care planning that involves the individual, their family/carers and healthcare professionals and fulfils the requirements of the standard. The system allows for the creation, editing, and updating of care plans in real-time, with full visibility and audit trail of changes made. The 'About Me' feature of the software also allows for the collection and updating of individual preferences and relevant information to ensure the provision of personalised and effective care. The software's security features also ensure the protection of sensitive patient information.

Overall, the Fusion eCare system is a comprehensive and user-friendly care planning software system that helps care providers deliver high-quality care as envisioned in the About Me Standard v1.2 standard.

Information model

The Fusion eCare system comprehensively incorporates the 'About Me' standard, encompassing all sections from the main 'About Me' standard and allows for greater personalised detail as defined in the standard. They have all the About Me sections including date and time attributes and includes fields to record 'Supported to Write This By'. Each section supports diverse input methods, including free text and multimedia, all adhering to a cardinality of 0 to 1. Furthermore, sections like 'How and When to Support Me' and 'Supported to Write This By' ensure users can specify support needs and acknowledge any assistance they have received. Overall, the system provides a robust platform for users to communicate their preferences, needs and essential personal information.

Organisational Assessment

Organisational Leadership and Culture: The senior leadership recognise the importance of standards and actively promotes adherence across the organisation. The company is proactive in contributing to system-wide best practices in standards, including its association with other standard-setting agencies.

Implementing and Maintaining Standards: The vendor has robust methods for testing conformance to standards, including use cases. They provide evidence of conformance through various means, including presentations and live demos. The company has a clear protocol for monitoring new and updated standards, with an audit trail in place.

Engagement with Professional Users and Service Users: The vendor ensures standards meet the needs of health and care professionals through consultation with its in-house Clinical Safety Officer and other professionals. They also work with local providers to ensure standards are upheld and provide support for local customisation, without compromising standards. Further, the vendor involves end users in system design and testing to ensure transparency and inclusivity, following web accessibility guidelines.

Overall, Fusion eCare are conformant in all the assessed areas, demonstrating a strong commitment to adhering to and promoting standards in its systems.

Recommendations and Conclusion

The Fusion eCare system is conformant with 100% of the business rules and 100% of must haves for the About Me Standard v1.2.

This gives an overall conformance percentage score of 100% and indicates a Pass, Level 3 for the About Me Standard v1.2.

Fusion eCare are to be congratulated on this achievement and their approach to actively promoting adherence to standards and the delivery of standards as part of their organisational mission/strategy. Staff across the organisation understand the importance of standards and which PRSB standards are relevant to the system.

Fusion eCare have a clear protocol for monitoring new and updated standards and responding appropriately.

- Fusion eCare work closely with health and care professionals to involve them in system design and testing and gather feedback from end users.
- Fusion eCare work with local providers to ensure standards are upheld and provide guidance and support to health and care professionals.
- Fusion eCare assures that standards are implemented to meet the needs of service users and takes into consideration the needs of different equality groups.

Overall Fusion eCare should endeavour to maintain awareness and where possible conformance with data standards as published by NHSE in future, including standards to facilitate interoperability with the wider care system.

Fusion eCare have achieved a Level 3 conformance against the PRSB About Me Standard v1.2 implementation and they must be warmly congratulated.

Next steps and date of next review

- **Annual check-in 22.08.2024:** This is a light touch review to understand if Fusion eCare has made any significant changes to the product which may in turn affect their level of conformance.
- **Full reassessment is due 22.08.2026:** (three years from assessment completion date)

