

Governance: A Painful Experience

The subject of “Governance” is rising up the agenda of many organisations. This is not just an extrapolation of “Sarbanes Oxley” from the US corporate arena washing into the UK. Governance is becoming an increasing issue in a wide variety of organisations. This is often driven by the requirement to be able to show that the organisation is compliant with all of the legislative and commercial requirements applicable to the organisation.

JamBerry is experienced in helping organisations manage the knowledge Volcano. Helping organise what is really required, what should be kept and most importantly how to manage the navigation of the information such that it is easy to find the right information in an appropriate timescale. The process varies from paper based systems to PC, simple intranet and web based warehousing of information.

Case Study

The NHS has passed to Primary Care Trusts (PCT) the appropriate requirement to show that they are managing the compliance with the governance criteria in this vital/critical arena. As can be seen by the status reports on-line, the PCTs are not currently in compliance.

The PCTs have in turn, handed down the Governance criteria, to the organisation that they manage or contract.

JamBerry was approached by a local dental practice to help in the area of Health and Safety. It became clear very quickly that the practice, like so many professionals in the provision of care, are experts in their field. They are driven, however, by the quality of care they would like to provide; not by the bureaucratic documentation which they are expected to follow, much of which has no effect on the quality of patient care. In fact, in many instances, there is a danger that dental surgeons could be distracted from the primary objective by a baffling array of documentation.

In this case, JamBerry consultants created a master list of current documents and cross referenced to the PCT requirement. They then created an action list to ensure that there was documentation to cover all of the requirements. The next step, working with the practice, is to systematically update all of the documentation, giving them a consistent “look and feel”. We have also generated or modified available documents to fill gaps in the required documentation.





JamBerry consultants have also coordinated the phased transition from a paper ethos to an electronic ethos. Whilst some documents' existed in electronic form, realistically these were paper documents in disguise. All the new documentation and compliance information have been generated in electronic form allowing electronic search, navigation and viewing.

To make this a practical reality, JamBerry consultants have created an html navigation structure and sub-folders, so that the system will sit on the practice's server providing a practical method of accessing, viewing and manipulating the key data. This also brings the benefit of links to other secondary data and documentation on the internet.

JamBerry has also provided mentoring to the key individuals driving the project to ensure that the objectives are met within the timescales.

The practice now finds itself in a managed position where it has been possible to challenge the PCT from a position of knowledge and understanding. In several cases the PCT have accepted that the original "Governance" documentation is in error.

Both JamBerry and the practice are striving to a position where the Governance system moves back to where it belongs as a necessary system of documentation supporting the primary objective of the provision of excellent quality of care and not a primary driver in its own right.

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24/7/08



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