



Case study #1

Work with Rainbows Service Level Agreement

Background

Rainbows has been Clinical Audit Support Centre's chosen charity since we set-up in 2006. We have provided Rainbows with clinical audit, quality improvement and patient safety expertise over the last eleven years. Working closely with the senior management and governance teams in the hospice we have been able to work on a range of ongoing short-term and long-term priorities.

How it works

Each year we negotiate a Service Level Agreement (SLA) that provides a work programme for the coming year to achieve. The agreement is flexible and can be changed at any point during the year to make room for new priorities. Regular meetings are held to ensure that the SLA is being achieved and benefits are being identified across the organisation.

What it includes

Here are some examples of aspects of the SLA that we hold with Rainbows:

- 1 Supporting all aspects of the clinical audit process including design, analysis and report writing
- 2 Assisting the hospice with the publication of clinical audit and quality improvement initiatives
- 3 Providing clinical audit, quality improvement and patient safety training
- 4 Advice in relation to the set-up of quality improvement and safety strategies
- 5 Running external training events in partnership with Rainbows.

Benefits

The SLA arrangement provides Rainbows with consistent support across the year at a low cost. We keep arrangements flexible to ensure maximum benefit to the hospice. Please contact us if you would like to discuss an SLA for your organisation.