



# National Audit of Inpatient Falls (January 2020)

## Webtool User Guide

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## Introduction

The National Audit of Inpatient Falls (NAIF) is one of three clinical audits managed by the Falls and Fragility Fracture Audit Programme at the Royal College of Physicians (RCP) and commissioned by the Healthcare Quality Improvement Partnership (HQIP). The programme is designed to audit the care that patients with fragility fractures and inpatient falls receive in hospital and to facilitate quality improvement initiatives.

This document has been produced by Crown Informatics and the National Audit of Inpatient Falls team to assist users of the FFFAP NAIF website. All headings in the contents page are hyperlinked to the appropriate chapter for ease of navigation.

Crown Informatics audit team is commissioned by the RCP to operate the data collection and reporting service as part of the audit project.

### **Information Governance:**

Working together, the RCP and Crown Informatics are fully commissioned to run and host the audit.

All audit data will be managed securely and in accordance with all legal regulations, NHS guidelines and protocols.

The RCP and Crown Informatics are duly authorised and contractually bound to uphold strict information governance in respect of:

- Data Protection Act 1998 (RCP Registration: Z708553, Crown Informatics Registration: Z3566445)
- NHS IG-Toolkit Statements of Compliance (Reference 8J157)
- All staff handling patient data are IG trained and bound by confidentiality agreements.

### **Project Management:**

Ms Lara Amusan, FFFAP Programme Manager / CEEU / RCP

Miss Ellie Davies, FFFAP Project Manager / CEEU / RCP

For further information regarding the Falls and Fragility Fracture Audit Programme (FFFAP) please visit our website: [www.rcplondon.ac.uk/fffap](http://www.rcplondon.ac.uk/fffap)

## Getting access to the database

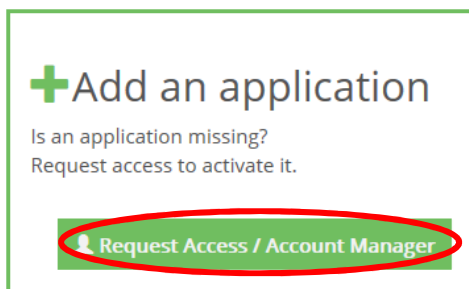
To participate in NAIF, each trust/health board must complete a registration form and return it to [falls@rcplondon.ac.uk](mailto:falls@rcplondon.ac.uk). Individual log-ins will be generated and sent to each user via email.

Once your organisation is registered, all staff members who have log-ins can create additional log-ins for their colleagues with the approval of the registered lead clinician.

## Registering additional users for your organisation

Any registered user can create a new user account for a colleague:

- log in to the webtool
- select 'Request Access/Account Manager', then 'Register a user'
- enter the new user's details and submit.



This request will then automatically be sent to the lead clinician, who will need to log in and approve or decline it. If the lead clinician creates the new user account it will be automatically authorised at that time.

The newly registered user will be sent an email to the supplied email address with instructions on how to create a password and access the audit.

## Logging into the database

To log into the FFFAP NAIF website please visit [www.falls.fffap.org.uk](http://www.falls.fffap.org.uk)

Click



Then enter you username and Password.

Sign in

Please enter your username and password

Username

[Forgot username?](#)

Password

[Forgot password?](#)

This will log you into the Crown Audit portal.

- From **Your Applications** select **National Audit of Inpatient Falls (NAIF)**
- Read the warning and click **I agree**
- The browser will then navigate to the NAIF homepage



Always log out of the database by clicking on the **Logout** link at the end of the session.

### Forgotten password and username

Forgotten passwords can be reset automatically by clicking on **'Forgot password?'**

Complete the form that appears and press the **submit** button.

Sign in

Please enter your username and password

Username

[Forgot username?](#)

Password

[Forgot password?](#)

Username for this system are in the form 'John Smith/ORG/NCASP'

The username has a space between the first and last name and the 'ORG' code is specific to your hospital or unit.

Forgotten usernames can be resent to the user. Click on the 'Forgot username?' button (see image above), complete the form and press 'send request'.

## Clinical audit data entry

Patient records have been obtained from the NHFD audit and have been entered by a hospital unit treating this patient for hip fracture. According to their patient notes, this patient has suffered a fall within your trust. As such, **you are not required to create patient records.**

To complete an inpatient record, click on 'Patients' and select a case.

Royal College of Physicians | FFFAP | National Audit of Inpatient Falls (NAIF)  
Part of the Falls and Fragility Fracture Audit Programme (FFFAP)

Home | **Patients** | Reports | Exports | Downloads | Support | Elinor Davies / General Hospital | Logout

**All records**

All patients entered in to the audit. Please check and complete your records.

Reset < Prev Next > Jump to NHS Number:  Go

NHS Number	Surname	Forename	Date of Birth	Gender	Audit Ref	Fall confirmed	Admission date	Fall date	Trust code	Completion
[NHS Number Missing]					100461	Yes	01/07/2018 20:31	01/07/2018 14:19	YYY	95%
[NHS Number Missing]					100479	Yes	06/03/2019 14:00	05/03/2019 12:00	YYY	95%
[NHS Number Missing]					100487	Yes	04/02/2019 13:00	11/02/2019 11:00	YYY	95%
[NHS Number Missing]					100495	Yes	03/02/2019 06:00	04/02/2019 06:19	YYY	95%
[NHS Number Missing]					100503	Yes	13/03/2019 09:00	14/03/2019 11:23	YYY	95%
[NHS Number Missing]					100511	Yes	14/02/2019 06:20	15/02/2019 10:00	YYY	95%
[NHS Number Missing]					100529	Yes	04/06/2019 02:00	03/06/2019 04:09	YYY	100% ✓
[NHS Number Missing]					100537	Yes	03/06/2019 07:16	03/06/2019 09:30	YYY	100% ✓
[NHS Number Missing]					100545	Yes	05/06/2019 06:19	06/06/2019 15:25	YYY	95%
[NHS Number Missing]					100552	Yes			YYY	40%

Showing 1 to 10 of 10 records (all)

Reset < Prev Next >

Patient record (v2): (unsaved record) - DRAFT record - 1 questions remaining (0% complete) Close Cancel Save

1. Patient confirmation | 2. Fall details | 3. MFRA | 4. Supervision | 5. Event | 6. Plans | 7. Post fall management

**1. Patient confirmation**

1.1 Did this patient have a fall resulting in a hip fracture in your Trust / Health Board? ?

*Carefully check your records for the patient identified below and only answer 'Yes' if you can confirm the patient can be clearly identified as one of your inpatients during the inpatient stay in question. If there were several falls and it is not clear which fall resulted in the fracture, use clinical judgement. Check the online help for further details.*

Yes - a fall is known to have occurred  
 No - no fall known to have occurred  
 Not a patient at this Trust/Health Board  
 Duplicate record

**IDENTIFICATION: these fields have been provided so that the patient can be identified**

*These details have been obtained from the National Hip Fracture Database (NHFD) as entered by a hospital unit treating this patient for hip fracture. According to their patient notes, this patient has had a fall within your trust and have supplied these details to help you identify this patient in your 'fall' records. ?*

NHS Number: ? (unsaved record)  
*This is the main patient identifier and should match your records.*

Patient details: ?

Admitted to: ?

NHFD admission date: ?

Trust assigned: ? General Hospital - (YYY)  
*This NHF record has been assigned to this trust for further investigation.*

<Prev Next>

## Patient Confirmation

For each case listed, carefully check the patient identity using the NHS number and other patient identity details. Also check that the patient was or was likely to have been transferred to, the treating unit (NHFD unit) and is consistent with the acute admission date at that unit.

Only answer **'Yes'** to question 1.1 if you can confirm the patient as one of your inpatients during the inpatient stay in question.

If the patient was not a patient at your trust/ health board or if the record is a duplicate, patient records can be removed from your list. If you are sure, select the appropriate option and save the record. No further details are required.

If your answer to question 1.1 is **'Yes'**, please continue to complete the remaining questions.

1. Patient confirmation | 2. Fall details | 3. MFRA | 4. Supervision | 5. Event | 6. Post fall management | ?

When you have finished the record, click **'Save'**, then **'Close'**.

## Editing patient records

Confirm Save

This record has errors.

Save as draft

Cancel

If you are unable to complete a record at any one time, you have the option to **'Save as draft'**. Incomplete records can be identified as below and must be completed in order to be submitted for analysis.

th	Gender	Audit Ref	Fall confirmed	Admission date	Fall date	Trust code	Completion
		100461	Yes	01/07/2018 20:31	01/07/2018 14:19	YYY	95%
		100479	Yes	06/03/2019 14:00	05/03/2019 12:00	YYY	95%
		100487	Yes	04/02/2019 13:00	11/02/2019 11:00	YYY	95%
		100495	Yes	03/02/2019 06:00	04/02/2019 06:19	YYY	95%
		100503	Yes	13/03/2019 09:00	14/03/2019 11:23	YYY	95%
		100511	Yes	14/02/2019 06:20	15/02/2019 10:00	YYY	95%
		100529	Yes	04/06/2019 02:00	03/06/2019 04:09	YYY	100% ✓
		100537	Yes	03/06/2019 07:16	03/06/2019 09:30	YYY	100% ✓
		100545	Yes	05/06/2019 06:19	06/06/2019 15:25	YYY	95%
		100552	Yes			YYY	40%
		100560	Yes	01/07/2018 04:09	02/07/2019 02:10	YYY	92%
	Female					YYT	Not started

\* Where there is delay in the reporting of the level of harm (3.4), draft records will still be included in data analysis **as long as every other mandatory field is complete**. However, these records must still be completed as soon as the information becomes available. Delayed attribution will be recorded as an outcome in itself in addition to the data provided upon the completion of Question 3.4.

Drafts can be edited by reentering the patient record and clicking 'edit'.

The screenshot shows the NAIF patient record interface. At the top, there are logos for the Royal College of Physicians, FFFAP, and National Audit of Inpatient Falls (NAIF). Below the logos is a navigation bar with links for Home, Patients, Reports, Exports, Downloads, and Support. The user is logged in as Elinor Davies / General Hospital. The main content area shows a patient record (v2) that is a draft with 95% completion. A red circle highlights the 'Edit (TEST ONLY - TRUST SET TO YYY!)' button. Below the record information, there are tabs for different sections: 1. Patient confirmation, 2. Fall details, 3. MFRA, 4. Supervision, 5. Event, 6. Plans, and 7. Post fall management. The '1. Patient confirmation' tab is currently selected.

## Reports

National and trust/ health board level reports are delivered annually.

## Exports

All patient data submitted to NAIF can be exported in spread sheet format.

Go to the **Patients View** tab and click **'Export All Patients'**

A prompt will appear to either open or save the export file.

The spread sheet is in CSV format, so if you wish to save the data on a local computer for analysis select the **Save** or **Save As** options.

## **Downloads**

In this section you'll find useful documents relating to the audit.

## **Support**

Here you can find details of how to get in touch for support.



# National Audit of Inpatient Falls Web Tool User Guide 2020

This user guide was prepared by the members of the NAIF workstream delivery team and Crown Informatics Limited.

## Falls and Fragility Fracture Audit Programme (FFFAP)

The National Audit of Inpatient Falls (NAIF) is commissioned by the Healthcare Quality Improvement Partnership (HQIP) and managed by the Royal College of Physicians (RCP) as part of the Falls and Fragility Fracture Audit Programme (FFFAP), alongside the Fracture Liaison Service Database (FLS-DB) and National Hip Fracture Database (NHFD). FFFAP aims to improve the delivery of care for patients having falls or sustaining fractures through effective measurement against standards and feedback to providers.

## Healthcare Quality Improvement Partnership (HQIP)

The Healthcare Quality Improvement Partnership (HQIP) is led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices. Its aim is to promote quality improvement, and in particular to increase the impact that clinical audit has on healthcare quality in England and Wales. HQIP hosts the contract to manage and develop the National Clinical Audit and Patient Outcomes Programme (NCAPOP). Their purpose is to engage clinicians across England and Wales in systematic evaluation of their clinical practice against standards and to support and encourage improvement in the quality of treatment and care. The programme comprises more than 30 clinical audits that cover care provided to people with a wide range of medical, surgical and mental health conditions.

## The Royal College of Physicians (RCP)

The Royal College of Physicians is a registered charity that aims to ensure high quality care for patients by promoting the highest standards of medical practice. It provides and sets standards in clinical practice and education and training, conducts assessments and examinations, quality assures external audit programmes, supports doctors in their practice of medicine, and advises the government, public and the profession on healthcare issues.

## Crown Informatics Limited

NAIF data collection webtool and the NAIF website are provided by Crown Informatics  
<http://crowninformatics.com/>

Crown Informatics Limited is a technology company providing innovative data processing solutions for healthcare, technical and scientific markets. Our Crown Audit team develop clinical audit systems using our unique experience of working extensively in this area. Crown Informatics currently operates the National Hip Fracture Database (NHFD) clinical audit in collaboration with the Royal College of Physicians (RCP) as part of the FFFAP program. We build and operate secure, information governance compliant clinical audit solutions for health and social care. Our systems support local, regional, national, and international projects. Crown Informatics provides a full-service capability from design through to operational hosting.



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