

Inspections, safety and quality care solution



Improving and governing long-term or aged care facilities became a critical issue for providers and government agencies in many jurisdictions due to the high number of lives lost in these facilities during the pandemic. Many IT systems currently used by care facilities are challenged to adapt to shifting regulations and operational needs.

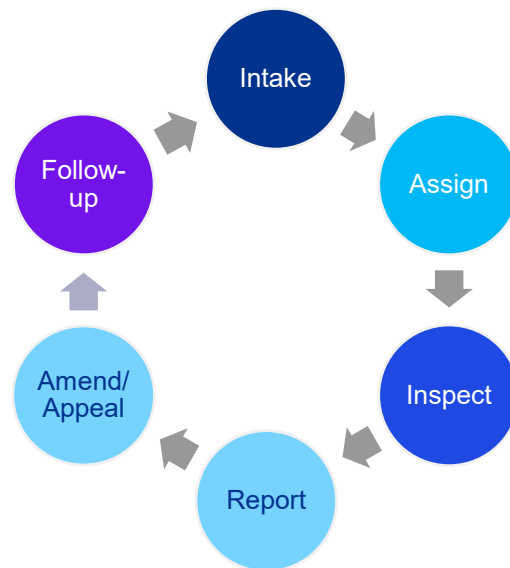
As a result, providers and government agencies need digitized and highly flexible systems that allow inspectors to enter findings, flag issues, and issue inspection reports detailing facilities' regulatory compliance.

What's the solution?

Leveraging the flexible Salesforce Platform and Public Sector Solutions, KPMG has developed an inspections, safety and quality care solution tailored to the needs of care facilities. This cloud-based solution digitizes workflows related to inspections planning, execution, facility, and licensee follow up. The solution is also capable of enabling caregiver ability to access and manage intakes, and the licensed facilities the ability to see findings and request additional reviews or appeal findings.

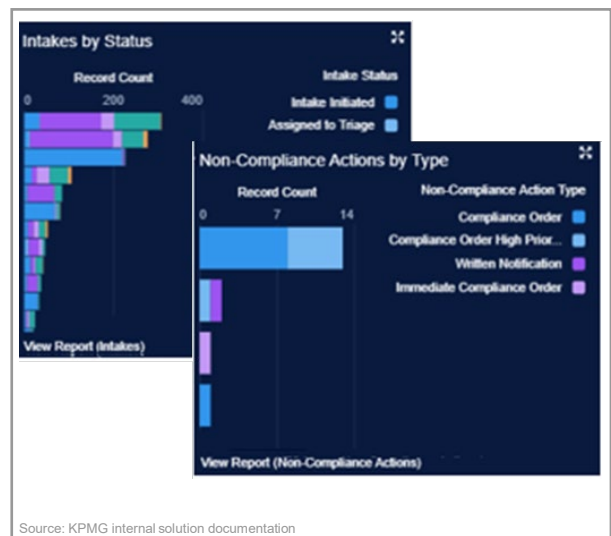
This solution:

- Delivers the core functionality inspectors need to examine and report on care facilities, whilst meeting stringent regulatory compliance requirements
- Has ability to integrate with legacy systems
- Meets system security and accessibility needs
- Includes offline capabilities for jurisdictions with rural and remote connectivity challenges
- Has built-in flexible and agile processes that can easily adapt to future legislative or regulatory updates



Solution in action

In Canada, KPMG is working shoulder to shoulder with a government agency to co-create, design, and deploy a secure, digital solution to help its inspectors examine hundreds of long-term care facilities in the province.



Additional use cases

This solution can also be used to support consistent inspections in other facilities and areas, such as:

- Hospitals and other care delivery facilities
- Hospitality, food and agricultural facilities
- Citizen experience management
- Supplier customer relationship management
- Workforce management and scheduling
- Policy management

Working together

KPMG professionals work closely with their clients to design, architect and configure the solution for unique client circumstances and environments. This process includes:

- Assessing and developing an initial view of existing inspections and compliance systems
- Developing a Minimum Viable Product to deliver required core functionality
- Building tailored solutions in a quick and agile fashion, so that inspectors are able to rapidly test applications to provide immediate feedback
- Working with client key stakeholders to develop and implement change management and training plans

Why KPMG and Salesforce?

The KPMG and Salesforce alliance is one of the fastest-growing global practices at KPMG. Our alliance drives strategic value and ROI as measured by clients, including:

- Higher customer retention, loyalty, and advocacy based on provider and care-giver experience
- Deep healthcare industry experience to help ensure that solutions meet rapidly changing health and regulatory environments
- Data, analytics, and artificial intelligence knowledge and capabilities to accelerate digital transformation
- Extensive experience using the Salesforce platform to support large scale technology transformations

With the power of digital transformation from KPMG and pacesetter solutions from Salesforce, healthcare organizations can achieve lasting innovation.

Contacts



Matthew Fidler
Partner, Technology Consulting, and National Leader, Salesforce KPMG in Canada
matthewfidler@kpmg.ca
T: +1 416 228 6406



Varun Puri
Senior Manager
KPMG in Canada
varunpuri@kpmg.ca
T: +1 416 468 7022



Jennifer Schulze
Senior Director,
Global Digital Health Hub
KPMG International
jenniferschulze@kpmg.com
T: +1 443 655 9223

kpmg.com/socialmedia



Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

© 2023 Copyright owned by one or more of the KPMG International entities. KPMG International entities provide no services to clients. All rights reserved.

KPMG refers to the global organization or to one or more of the member firms of KPMG International Limited ("KPMG International"), each of which is a separate legal entity. KPMG International Limited is a private English company limited by guarantee and does not provide services to clients. For more detail about our structure please visit kpmg.com/governance.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.