Provider Assessment – Provider Guide

Version 2.03   18 June 2019

Table of Contents

Press **Control** key and **Click** to go directly to the page:

1.Introduction

Intended Audience

This guide is for Location Managers using the Provider Assessment & Market Management Solution to receive and respond to Assessments of their Service Provision.

About This Guide

This guide describes the functionality which is available to Provider Managers within the Assessment Portal.

What is PAMMS?

The Provider Assessment & Market Management Solution (PAMMS) is designed to support the data gathering, workflow management and analytic needs of an organisation in its role of assessing the quality of care delivered by Providers of adult social services.

The solution includes web-based tools that allow Providers to view and respond to the Provider assessment process, to view assessment reports and to support the post-assessment action planning process. It also includes a sophisticated analytics capability that provides management insights into the assessment process.

Solution functionality is delivered via three distinct, yet closely related, component parts.

1.   **Assessor Application** – An online application used by Assessors that allows for the creation, delivery, and management of Provider assessments. On completion, assessments are automatically rated according to the rating algorithm configured within the application and published to the Assessment Portal.

2.   **Assessment Portal** – A web-based platform via which completed assessment reports are made available to members of the public (in summary form). Following authentication, Provider organisations can view full details of their assessment reports via the Portal. They can then work with their Assessor to create, agree, and deliver action plans to address issues identified during the assessment process.

3.   **Reporting and Analytics** – A set of predefined reports and dashboards that provide managers with the ability to view comparative Provider-focused analyses across participating local authorities with the ability to drill-down from an aggregated view into the underlying detail. An ad-hoc querying capability is also provided that allows the solution data to be interrogated to provide answers to tactical questions as they arise.

Glossary of Abbreviations

Abbreviation	Term
PAMMS	Provider Assessment & Market Management Solution
CQC	Care Quality Commission
Provider	Agency, Care Provider, Service Provider

Provider Manager	Main Provider contact for an Assessment, responsible for reviewing Assessments and delivering an Action Plan
Provider Staff	Members of staff who are added as contacts in the Provider Details of the assessment. They will receive access to the Provider Portal when the Assessment is published
Assessor	Person responsible for delivering a Care Assessment
Locality Administrator	PAMMS Administrator for a Location where Assessments take place in. Responsible for creating and removing new User Accounts and applying access permissions
ADASS	Association of Directors of Adult Social Services
Regional Administrator	Regional PAMMS Administrator (for all Local Authorities in the Region)

Conventions

Convention	Explanation
	Highlight activity on the screen
	Highlight linked functionality on the screen

1. First do **Command** 2. Then do **Option** if	Numerically Ordered procedures or descriptions which include screen Commands or Options
❶ ❷ ❸	Procedural Steps highlighted on screen
Commands or **Options**	Commands, Labels or Options
⚑	Important Information

New to this Release

Current Release 2016.2.0.276.

Related Documentation

PAMMS Assessor Guide.

PAMMS Administrator Guide.

2. Accessing the Assessor Application

The PAMMS Assessor Application is hosted in the cloud and delivered over a secure web connection via a browser on your device.

Supported Browsers

We recommend using the latest (but not beta or test version) releases of Chrome or Firefox. The following browsers are currently supported:

- Internet Explorer v10 and above
- Google Chrome v49 and above
- Mozilla Firefox v44 and above

PAMMS may work on older versions of these browsers or other browsers but we can't verify or support those installations. HASTEC always recommend using newer browsers as they are more secure. The currently deployed version of PAMMS is not supported on the Microsoft Edge browser.

You should ensure that browser properties are set to allow JavaScript to be run by sites that you visit. This setting is accessed in a different way for each browser type.

Google Chrome

Select **Settings**⇨**Advanced**⇨**Privacy & Security**⇨**Content Settings**⇨**JavaScript Allowed**.
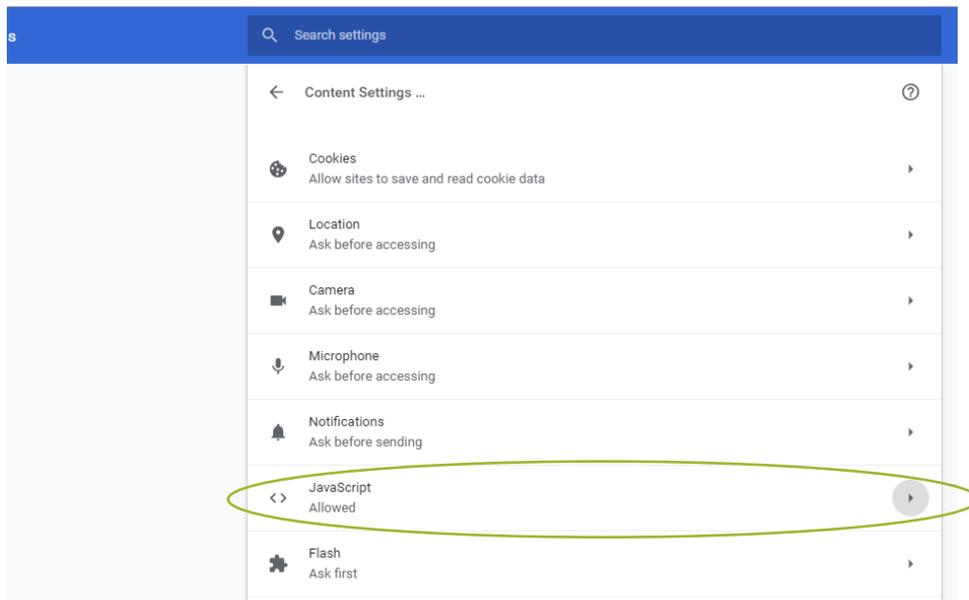
Mozilla Firefox

In the address bar, type **autoconfigure** and press **Enter**. Click the **I accept the risk button**.
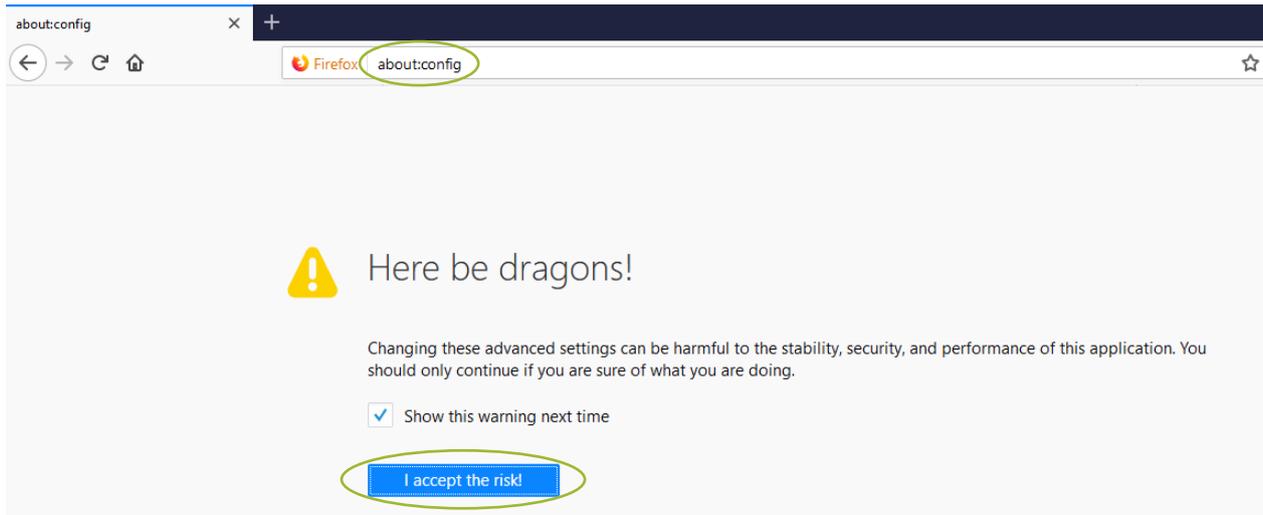
In the search box, type **javaScript.enabled**.

Check that the **Value** is showing as **true**, otherwise **right click** and select **Toggle** to change it (**Reload** the page if you Toggle the setting).
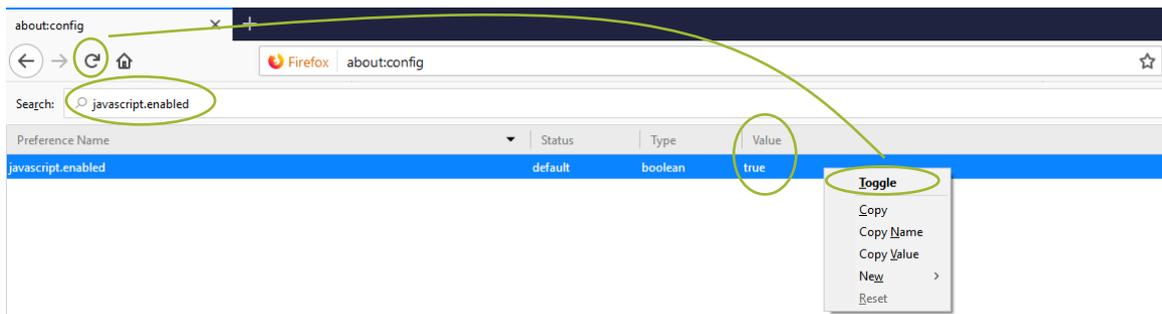
Supported Devices

Devices running the following Operating Systems are supported:

- Windows v7 and above

- Linux

- Android v4 and above

All devices should have a minimum screen size of 4 inches.

The currently deployed version of PAMMS does not run on devices running the Apple iOS platform.

3.Reviewing an Assessment

Downloading the Assessment

Once the assessment of the service provision from your location has been completed, you will receive an email with an attachment. You have a fixed time (usually 14 days) to review and respond to the assessment.
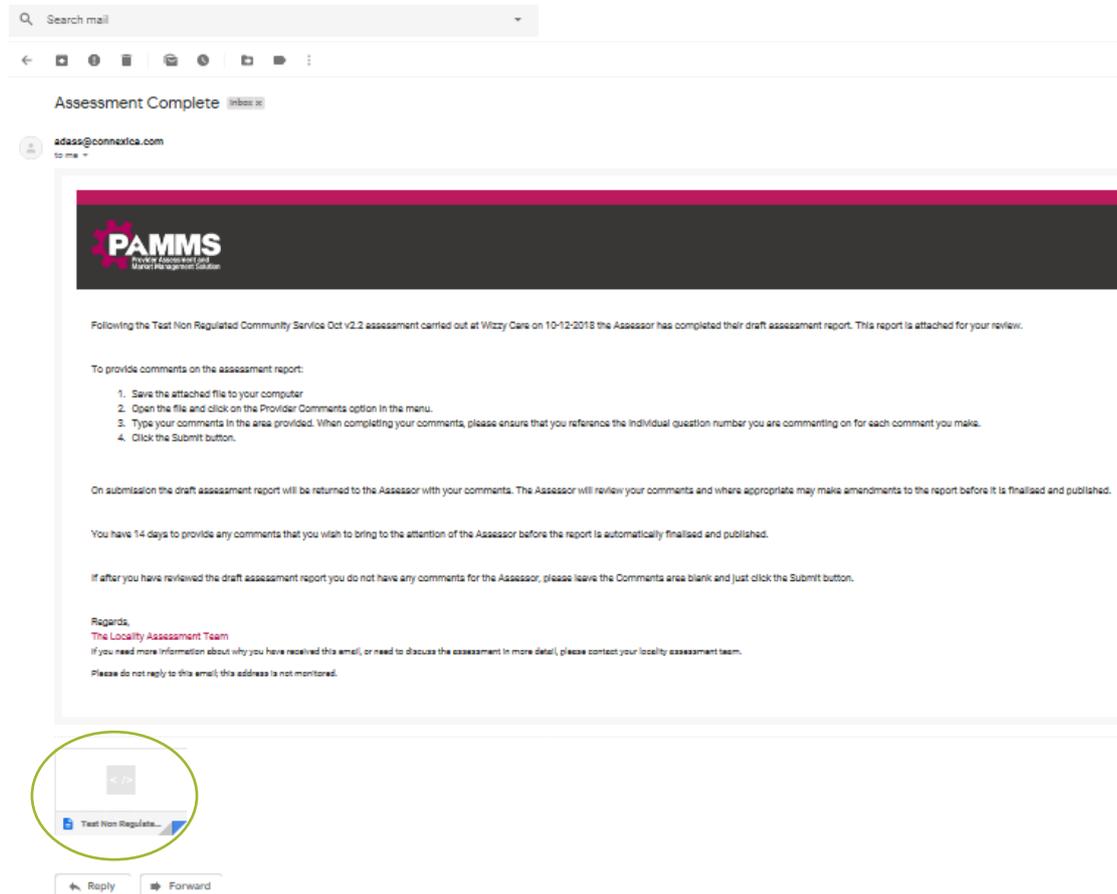
Download the attachment and **Save** it locally on your device.
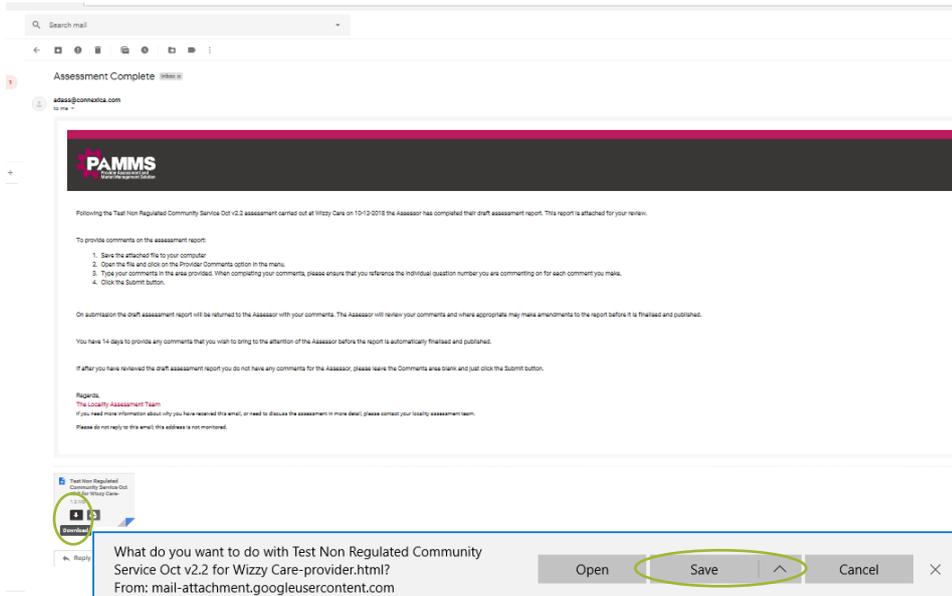
Viewing the Assessment

The attachment is saved in **html** format and will be displayed in a web browser when you open it. ***Do not change the name or format of this file***.

Open each Section and view each Standard that has been assessed. Click on each **Standard** to view the Grading for each question. All questions can receive one of the following **Gradings**:

- Excellent
- Good
- Requires Improvement
- Poor

The Assessor may also include **Comments** detailing why this grading was applied. If a question is Not Assessed, it will usually be because that service is not provided.
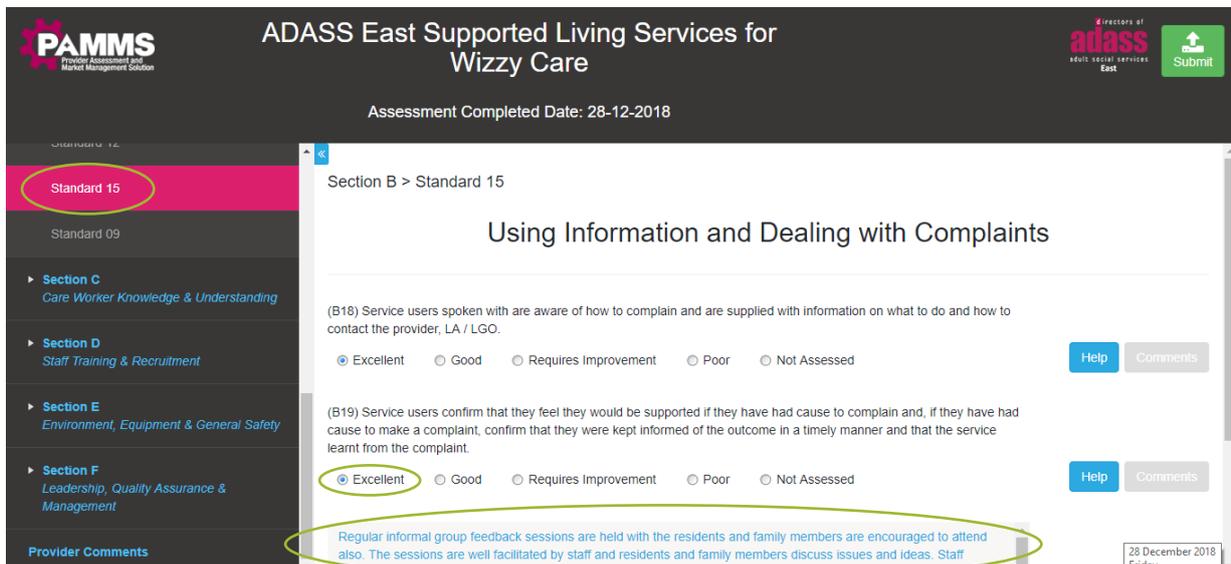
As you review the assessment, you may wish to type any notes or comments you wish to make in response in a separate document such as a Word or Notepad file or write notes to type in later. You should limit comments to areas where you feel the assessment is not factually accurate, or where you believe the evidence does not support the grading given for the question.

When making comments, please clearly reference each **Question Number** that you are commenting on.
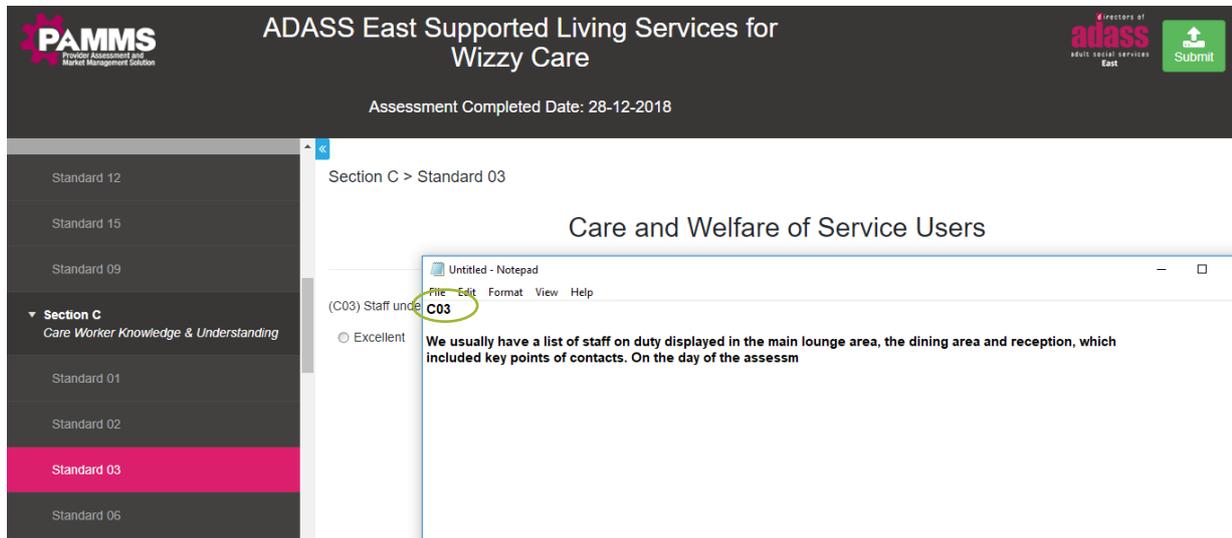
Adding and Submitting Comments

Once you have completed your review, select the **Provider Comments** section.
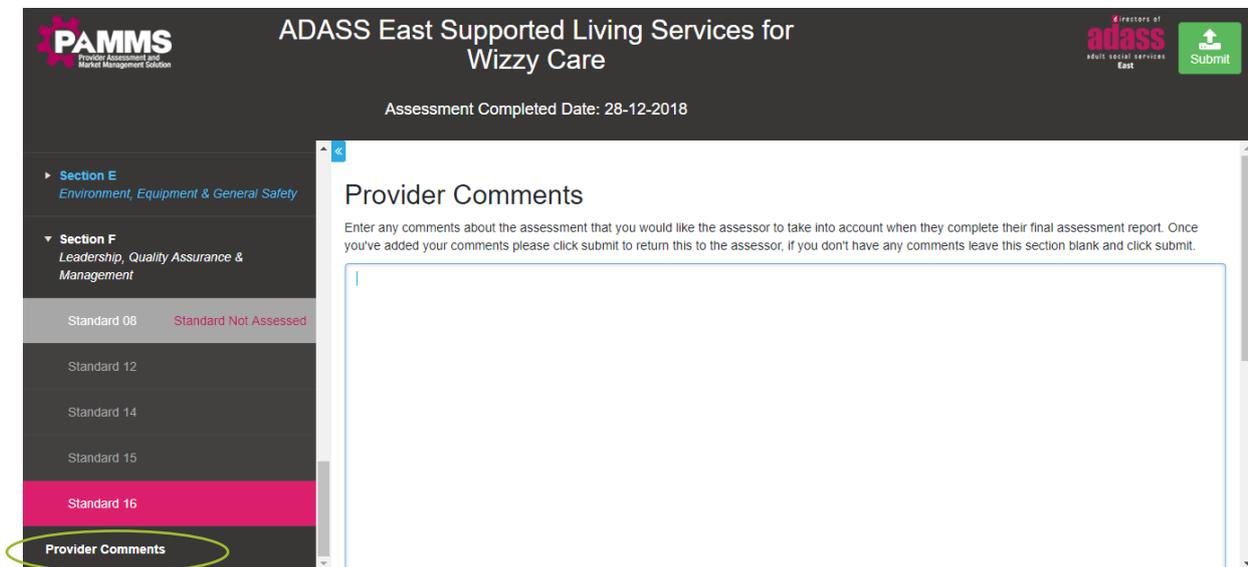
Paste or type in your Comments. Select **Submit** from an internet connected device to send your Comments to the Assessor.

You will receive a confirmation message to confirm that your assessment has been submitted and the Submit button will no longer be displayed in the assessment.

After you have submitted your comments the Assessor will review them and may make changes to the gradings applied. Ratings are applied based on the grading scores and the assessment is published on the PAMMS Provider Portal.

You will receive an email to inform you that the assessment has been published on the Provider Portal.

1. Select **Click here** to view a short video explaining how to use the portal.

2. Click the **URL link** to navigate to the Provider Portal.

If you do not Submit the assessment within 14 days (or an alternative agreed timescale) of receiving the assessment, the Assessor will consider that you have accepted the assessment as an accurate reflection and the assessment will be rated and published to the Provider Portal automatically.

4.Accessing the Provider Portal

Initial Provider Portal Access

When an Assessment is published to the Provider Portal, you receive a notification email. If this is the first assessment you have received through PAMMS, your account will be set up. ***Your user name will be the email address that receives the notification email***. You will need to set up a Password before you can access the PAMMS Provider Portal for the first time.

Your notification email contains a link to set up the password. Your password must contain at least eight characters and three of the following:

- an upper case letter

- a lower case letter

- a number

- a special character such as & % ^ ~ {

Click the **click here** link to set up your password.

Enter your selected **New Password** and **Confirm** you have typed it in correctly.

You will automatically be logged on to the Provider Portal. You can save the address to your web browser using the Favourite or Bookmark option.

All Provider Staff who were added as contacts in the Provider Details section of the Assessment will receive the notification email and will have accounts set up to access the PAMMS Provider Portal.

Subsequent Provider Portal Access

If you already have portal access, the **Portal Address** is also available from a link notification email.

5.Viewing an Assessment

If you receive a message stating that **This website uses cookies**, please ensure you click **OK**.

Once logged in, you will be able to view your published assessment. If you have access to more than one assessment, you can filter your view by searching on All or Part of the following search **Terms** before clicking the **Search** icon:

- Provider Name

- Address

- Template Name

Select **View Summary** to view the assessment.

From this screen you can select to view the:

1. **Summary** – includes a Rating Classification for each Standard, Domain and the Review Overall (if these were included within the assessment)

2. **Full Report** – shows the Rating and Comments at question level

3. **Areas for Improvement** – shows the Rating and Comments for questions rated as **Requires Improvement** or **Poor**

4. **PDF Version** – downloads the assessment Summary as a pdf file

5. **Assessment Ratings Criteria** – describes each of the Rating Classifications

6. Creating an Action Plan

Any questions that received a rating of Requires Improvement or Poor need to be addressed. This is achieved by the Provider creating a Draft Action Plan which is reviewed by the Assessor.

When the Action Plan is agreed, the Provider can add comments and upload evidence that they have met the objectives of the plan. The Assessor will monitor progress throughout the Plan period. Once all the Plan Objectives have been met, the assessment will display that the action plan for the assessment has been achieved.

Creating a Draft Action Plan

Select **Areas For Improvement**. Any questions that received a Poor or Requires Improvement rating will be displayed. Select **Create Draft Action Plan**.

Click **New Action** to add an action to the Plan and complete the information.

1. **Description** – describe the action which is going to be taken and how it is going to be implemented.

2. **Questions** – tick all questions which are addressed by this action (more than one can be selected).

3. **Assignee** – enter the names of the people responsible for managing the implementation of the plan (more than one can be added).

4. **Planned Completion Date** – select the target date the Action should be completed by. Different Actions can have different Completion Dates.

Select **Add Action**.

You can add additional actions by returning to the **Action Plan** tab and selecting **New Action**. You can modify existing actions by selecting the **Edit** icon – select **Modify Action** to save the changes.

Select **PDF Version** to Download or Print your plan.

Submitting a Draft Action Plan

Select **Submit Draft Action Plan** when the plan is complete.

You must submit your Draft Action Plan within 14 days of receiving notification that your assessment has been published.

Once you have submitted your Draft Action Plan, the Status will show as **Awaiting Approval**. You are not able to make any further changes to the plan while this status is displayed.

Once the Assessor has received your Draft Action Plan, they will review it. They will contact you if they need to discuss it further with you.

When they are happy with the plan, they will confirm the Action Plan as Approved. When you next access the Provider Portal, the Status will have changed to **In Progress**. You will also be able to view any **Comments** made by your Assessor (under the associated Action Plan items).

7.Completing your Action Plan

You may return to your **Action Plan** at any time and add information by selecting the **Comments** icon. The comment will automatically be shown against each **Area of Improvement** objective that the Action has been associated with.
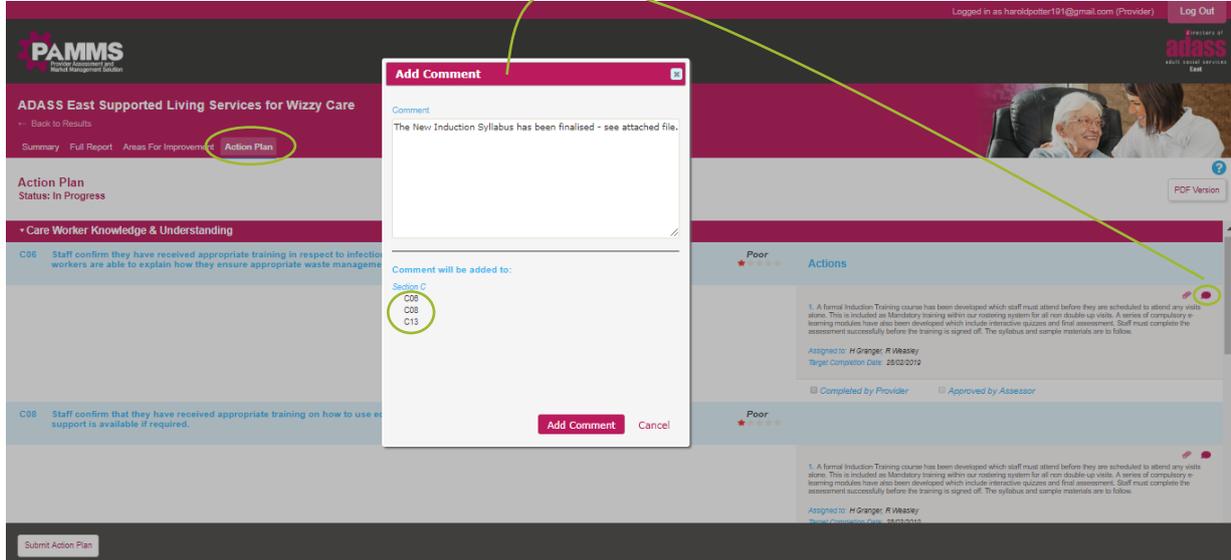
Documents can be uploaded to the Action Item by selecting the **Attachment** icon and **Choose File**:
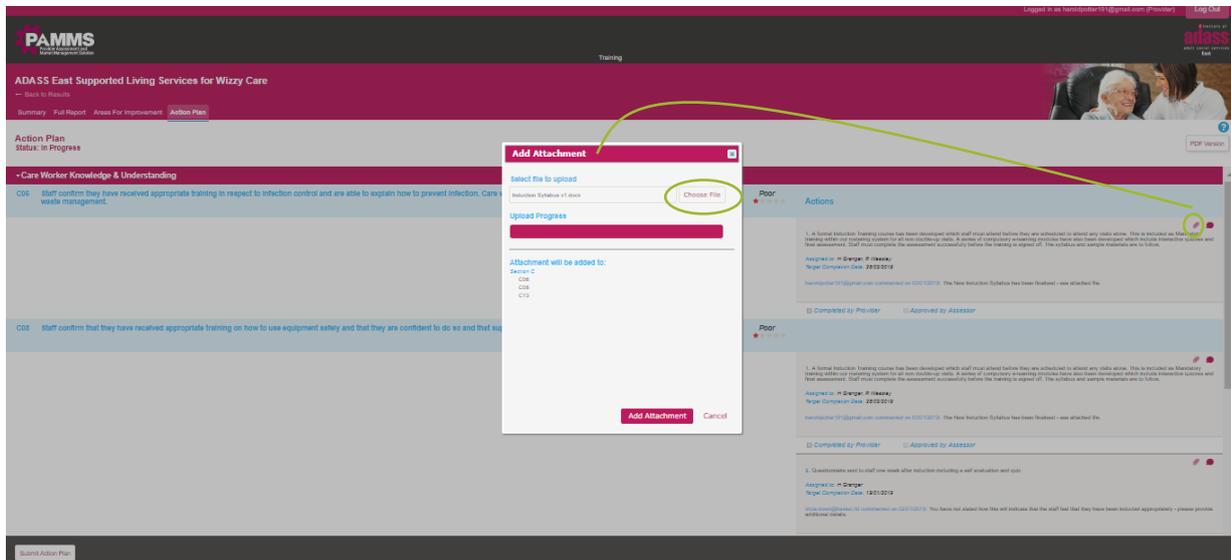
Attachments will be also listed against each **Area of Improvement** objective that the Action has been associated with.

The Assessor will be able to review and comment on individual tasks while the plan is in progress. When an Action Item is complete, tick the **Completed by Provider** check box. The Assessor will receive an email informing them that an action item is completed and ready for review.
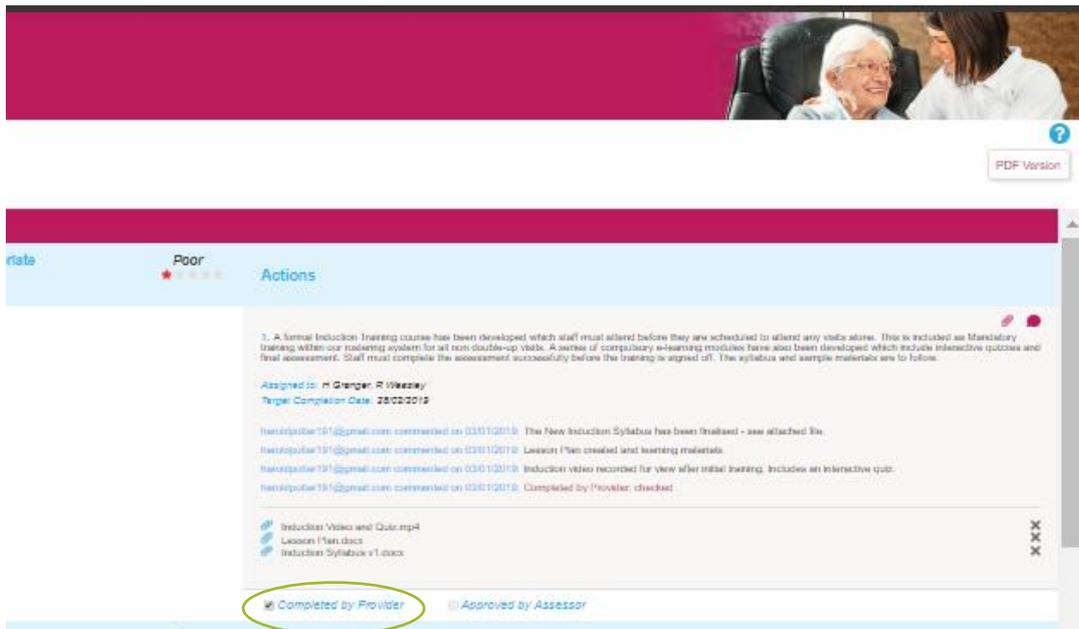
If the Assessor agrees that the Action has been completed effectively, they will tick the **Approved by Assessor** box.

Your Assessor will receive an email reminder if an action item is outstanding after its target end date has been exceeded. If you think you are unlikely to achieve a target deadline, you should add a comment to the Action item explaining the reason.

You should attempt to Submit your complete Action Plan by the agreed target date. Your Assessor will receive an email reminder if you do not Submit your Action Plan by the target date.

When you have completed all actions, select **Submit Action Plan**.
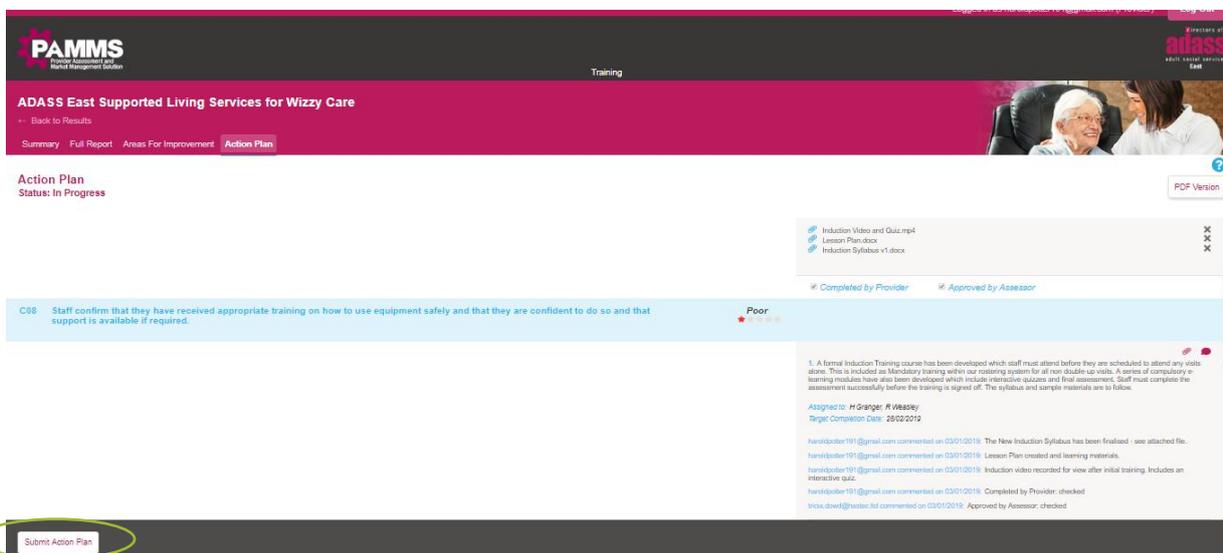
Your Assessor will receive an email informing them that your Action Plan is completed and awaiting final review.

If you Assessor is satisfied, they will acknowledge that the Action Plan has been successfully completed and a **Note** will be added to your assessment on the Provider Portal.

PAMMS
Provider Assessment and
Market Management Solution

Training

Search Assessments

146 Assessments are Available to View
Use the search facility above to find reports in your area

Page 5 of 15   Prev 3 4 5 6 7 Next

ADASS East Supported Living Services for Wizzy Care
Wizzy Care, Sherwood Drive

Overall Rating
⭐⭐½⭐⭐
REQUIRES IMPROVEMENT

Assessment Completed 28/12/2018

View Summary

Assessment Published 02/01/2019

ⓘ Since the assessment was carried out, the Provider has agreed an action plan with the Assessor to put in place remedial actions to address non-compliances identified during the assessment. These actions have all been carried out to the satisfaction of the Assessor.

8. Additional Information

A short video guide to Managing an Action Plan is available by selecting the **Help** icon on the Provider Portal.
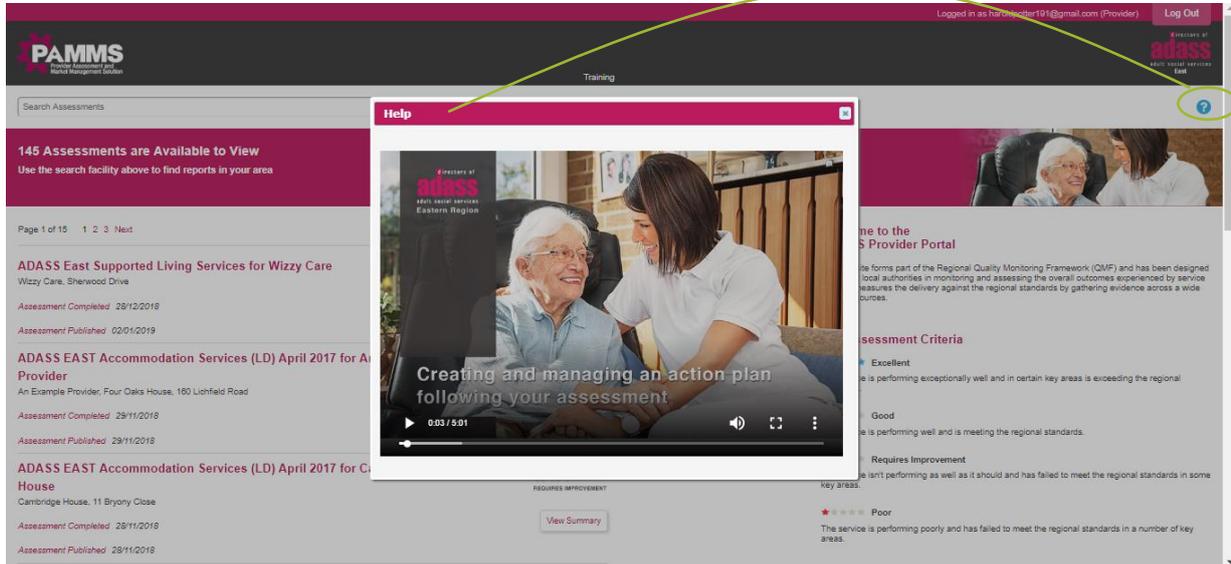
If you have any questions or queries regarding any aspect of the Assessment contents or process, please direct them to the Assessing Officer.

Appendix A

Provider Email Correspondence

Subject	Single or Repeated?	Sent To	Description
Assessment Complete	Single	Provider Manager	Assessment complete. Assessment is attached for Provider Manager to review.
Portal Account Created	Single	Provider Staff	Sent to a newly created Provider user when an assessment is published.
New Assessment Available	Single	Provider Manager	Sent when an assessment is published but the Provider Manager already has an account
Action Plan Ready	Single	Provider Staff	The Assessor has approved the Draft Action Plan
Password Reset	Single	Provider Staff and Provider Manager	Contains link enabling password reset