

Q&A for Invitation to Tender: Evaluation of MediShout in the Cambridgeshire and Peterborough region

Updated 16 August 2022

1. How big is the sample size?

The MediShout team's target number of issues or 'Shouts' raised through the MediShout digital platform and app is 500 to 2,500 between Aug/Sep 2022 and Mar 2023. Up to 300 QR codes will be placed across the hospital, each giving unique data.

The project team will perform multiple time-motion studies between Aug/Sep 2022 and Mar 2023 with at least three members of domestic staff at the hospital. These studies will assess responses to different types of issues raised before and after implementing MediShout.

The project team would like to work with the appointed Evaluators to develop and refine the methods for evaluation of the MediShout digital platform and app.

2. What are the research hypotheses?

Primary hypotheses:

1. Hospital staff, patients and visitors will use QR technology to report (i) spillages (ii) cleaning and, (iii) dispenser replenishment in the hospital setting.
2. The use of QR technology will reduce the time taken for spillages, cleaning and replenishment tasks to be completed, which will lead to cost savings for the hospital.
3. Hospital staff, patients and visitors will use QR technology to report when bins need emptying.
4. The use of QR technology will reduce the time taken for bin emptying tasks to be completed, which will lead to cost savings for the hospital.

Further considerations:

- The project team is interested to explore whether hospital staff and visitors will use QR technology to navigate around the hospital and reduce costs associated with missing or late appointments.
- The project team is interested to explore whether QR technology will improve segregation of waste into the correct disposal bin and lead to cost savings for the hospital.

3. How many separate operational tasks in the hospital will be assessed for potential time-savings?

The following 7 tasks will be assessed:

1. Hand sanitisers run out/broken/leaking

2. Paper towel dispensers run out
 3. Bins need emptying
 4. Rubbish on the floor
 5. Broken fixtures or fittings
 6. Water spillages
 7. Complex spillages
- 4. What format with the data be made available in for statistical analysis?**
The MediShout team will work with the appointed Evaluators to supply data in a usable format for them.
- 5. Will the data have been de-duplicated and cleaned by MediShout or do you want us to do that?**
The MediShout team will clean the data and de-duplicate data if there are multiple Shouts sent for the same issue.