



# HQIP

Healthcare Quality  
Improvement Partnership

# Clinical Audit Knowledge Exchange User Guide

*Clinical audit tool to promote quality for better health services*

# HQIP CAKE portal user guide

---

## Contents

User guide summary .....	3
Conventions in this guide.....	3
Minimum requirements.....	3
How to register with CAKE.....	4
Recovering a forgotten password.....	4
Changing your password.....	4
Update your personal profile.....	4
Update your personal profile photo .....	4
Groups.....	5
Viewing the list of all available groups or groups you belong to.....	5
Joining existing groups.....	5
View a group home page .....	5
Creating a group.....	5
Group announcements .....	6
Adding an announcement.....	6
Edit or deleting announcements.....	6
Group web links .....	6
Audit group management.....	6
Email all group members .....	6
Edit the group title and description.....	7
Deleting a group site .....	7
Manage users within a group .....	7
View the group members in your group.....	7
Approve or reject group join requests.....	7
Removing existing group members .....	8
Promoting an existing group member to group administrator .....	8
Demote a group administrator to a group member.....	8
Clinical audits and benchmarking .....	8
Create clinical audit.....	8

Viewing a clinical audit homepage .....	9
Download and populate the data collection tool .....	9
Uploading audit data.....	9
Viewing uploaded audit data .....	10
Deleting uploaded audit data .....	10
Publishing audit data to the benchmark.....	10
Viewing audit benchmarks.....	10
Audit administration .....	11
Email audit group members who are participating in an audit .....	11
Deleting a clinical audit .....	11
Contacting HQIP regarding CAKE .....	11
<b>Appendix 1</b> Developing new audit catalogue templates .....	12
Create the data collection tool from an existing spreadsheet .....	12
Creating and naming the catalogue entry .....	12
Adding data fields .....	13
Remove a data field .....	13
Edit a data field .....	13
Attaching the data collection tool and other files for users to access .....	13
Deleting the data collection tool or other files from a catalogue entry .....	14
Assigning an audit template category and classification .....	14
Publish the audit template to the CAKE audit catalogue.....	14
Editing an existing audit template or creating a new version .....	14
Authorising an audit catalogue templates.....	14

## User guide summary

This user guide is intended to explain how to register and use the HQIP Clinical Audit knowledge Exchange (CAKE) portal. It provides a quick start and reference for users of the system but it is not exhaustive and only covers the essential elements.

For further information or technical support with CAKE please contact HQIP via the contact facility listed at the end of this user guide.

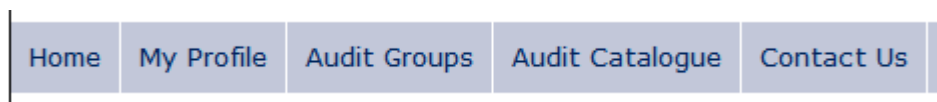
## Conventions in this guide

Please note that where instructions reference a button or link, the actual title of the button or link will be in bold. For example:

“Click on the **Register** button”

Please note: within CAKE there are two navigation menus:

- 1) A horizontal ‘tab’ bar:



- 2) A vertical left-hand menu, contents changes depending on location and your permissions:

## Group Home

View clinical audits  
Create clinical audit  
Group management

## Minimum requirements

CAKE requires a modern operating system and web browser software along with Microsoft Office for full use of the system.

- MS Windows XP and above
- MS Internet Explorer 7 and above
- MS Office 2007 and above (CAKE may perform adequately using earlier versions of Office, however functionality may be lost.)

## How to register with CAKE

- 1) Open a web browser and visit <https://cake.hqip.org.uk>
- 2) Click on the **Register** button
- 3) Complete the registration form and tick the box to confirm you have read and accept the CAKE terms and conditions. Click on **Register** to submit
- 4) You will receive email confirmation of your registration
- 5) Once your registration has been approved by HQIP, you will receive a further confirmation email with a unique web link allowing you to create a personal password.

Please note that certain users may be granted *immediate* access to CAKE depending on certain conditions and information provided during registration.

## Recovering a forgotten password

1. From the CAKE home page
2. Click on the **forgotten password link** located under the **login** and **register** buttons
3. Enter your registered email address and click **Send email**
4. You will receive an email with a web link allowing you to specify a new password. Follow the link. Complete the new password and confirmation boxes and click **Set password**
5. On the confirmation page, click on the link to return to the home page and login

## Changing your password

1. From the CAKE home page (when logged in)
2. Click on the **My Profile** tab
3. Click on **Change password** on the left-hand menu
4. Enter your old (current) password and specify a new password plus confirmation
5. Click **Update Password**
6. Click on the link to return to the Homepage

## Update your personal profile

1. From the CAKE home page
2. Click on **Update my profile** tab or **My Profile** tab
3. Update your profile information. Please note the privacy drop-down menus which allow you to hide and show specific details to other group members
4. Click **Update** to save your changes

## Update your personal profile photo

1. From the CAKE home page
2. Click on **Update my profile** tab or **My Profile** tab
3. Click **Change** to the right of your photo icon. An upload photo window will appear
4. Click **Browse** and then locate your chosen image file and click **Open**
5. Click **Upload**
6. Click **Update**

## Groups

CAKE allows groups of people to collaborate on clinical audits. Any CAKE user can create a group which could represent a healthcare organisation, an area of common interest e.g. Occupational Therapy or region e.g. South West England Doctors. When you create a group within CAKE you become the administrator of that group. Therefore, before setting up a new group, you should check the list of existing groups to see whether a group for your organisation has already been established.

### Viewing the list of all available groups or groups you belong to

1. From the CAKE home page
2. Click on **Audit Groups** tab
3. Click **View my groups** on the left-hand menu to see groups you have joined or created
4. Click on **View all groups** on the left-hand menu to see a list of all available groups

### Joining existing groups

1. From the CAKE home page
2. Click the **Audit Groups** tab
3. Click **View all groups** on the left-hand menu
4. Browse the list of all groups and click the **Join Group** link next to the group name you wish to join
5. When the Join a group dialog box displays the confirmation message saying your request has been received, click **Close**
6. Once your request to join the group has been approved by a group administrator you will receive a notification email

### View a group home page

1. From the CAKE home page
2. Click the **Audit Groups** tab
3. Click **View my groups** on the left-hand menu
4. Browse the list of groups and click the **group name** you wish to view, you will be taken to the home page of that group

Tip: If you are already within a group area and quickly want to get back to the group home page, simply click the **group name** under the main 'Clinical Knowledge Audit Exchange' banner.

### Creating a group

1. From the CAKE home page
2. Click the **Audit Groups** tab
3. Click **Create a group** on the left-hand menu
4. A window will appear, give your group a memorable name and description\*
5. Click **Create**. You will be taken to the home page of your newly created group

\* Only this information will be visible to all CAKE users via the all groups list. Actual content within a group is only visible to members of that group

## Group announcements

Announcements offer a way to communicate information to other group members.

### Adding an announcement

1. From your group's home page
2. Click the **Add an announcement** link underneath the last announcement
3. An **Add an announcement** popup window appears. Enter the announcement title in the **Article Title** area
4. Enter the full announcement details into the **Body** area
5. If required, set an expiry date. Click on the calendar icon next to the **Expires** area. Calendar pop-up appears. Select an expiry date from the calendar by clicking on the required date
6. Click **Save**. The new announcement will be displayed on the group home page

### Edit or deleting announcements

1. From your group's home page
2. Click on the title of an announcement on the group home page
3. To edit the announcement click on **Edit Announcement** and modify the properties of the announcement, click **Save**
4. To delete the announcement click on the **Delete Announcement** link

## Group web links

Useful web links can be added to a group home page and shared with other group members. Web links automatically open in a new window and when clicked may ask the user to confirm their decision to follow the link.

1. From your group's home page
2. Click **Add a link** below the Group Links section to the right of the page
3. In the Link Title area add a title for your link  
In the Link URL area either paste or type the hyperlink remembering to include the "http://" or "https://" prefix. Click **Add**

## Audit group management

This area within each group is used to manage users, send group emails, manage group information and initiate group site deletion. Only group administrators have access to these features.

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Four options will appear; Email Group Members, Manage Group Information, Manage Users, Delete Group Site

## Email all group members

Group administrators can send an email to all other group members.

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Email Group Members**. A pop-up window will appear

4. Add a subject line in the **Subject** area
5. Add your email text in the **Body** area
6. Click **Send**

When this option is selected a popup box will appear with a subject and body field. Add an email title in the subject field and email body in the body field. Once complete click on send, this will send an email to the entire group.

### Edit the group title and description

When a group is created, a group's title and description are set. These can be changed later via this feature

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Manage Group Information**. A pop-up window will appear
4. Edit the **Group Title** area
5. Edit the **Group Description** area
6. Click **Update**

### Deleting a group site

Warning: Delete will remove your group site from CAKE permanently. Once done, there is no way to recover any information from the site

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Delete Group Site**. A confirmation prompt will appear, click **Delete** to permanently delete your site or **Cancel** to return to the group homepage

### Manage users within a group

Groups are used within CAKE to share information and audits. Any registered CAKE user can request access to any group and each group administrator controls access to their group(s) via an approval process.

Group administrators can also promote existing group users to administrator level; this feature is useful to create multiple administrators for holiday/sickness/emergency cover.

### View the group members in your group

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Manage Users**

### Approve or reject group join requests

Group administrators receive join request notifications via email as soon as a request is made by a registered CAKE user. The email contains direct links to the approval page but you can also view the approvals request list for your group at any time

1. From your group's home page

2. Click **Group management** on the left-hand menu
3. Click **Manage Users**
4. Click **Awaiting Approval**
5. Click the name of the user you wish to approve. A drop-down menu will appear with two options. Select **Approve User Request** to make the user a group member or **Reject User request** to deny access to the group area

#### Removing existing group members

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Manage Users**
4. Click the name of the user\* you wish to approve, a drop-down menu will appear with two options. Select **Remove user** to cancel the user's membership of your group

\* If you wish to remove a group administrator from your group, it is best practice to remove their administrator privileges first. Follow the steps for "Demote a group administrator to a group member", also within this user guide, then follow the steps above

#### Promoting an existing group member to group administrator

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Manage Users**
4. Click the name of the user you wish to promote. A drop-down menu will appear with two options. Select **Make Administrator** to promote them

#### Demote a group administrator to a group member

1. From your group's home page
2. Click **Group management** on the left-hand menu
3. Click **Manage Users**
4. Click **Group Administrators**
5. Click the name of the user you wish to demote. A drop-down menu will appear with two options. Select **Remove Administrator** to demote them

## Clinical audits and benchmarking

Clinical audits are the mechanism which allows CAKE users to benchmark clinical audit results *anonymously* with other CAKE users. You must create or join an audit group to create or participate in audits and audit data benchmarking.

Please note the previous section in this user guide on 'Groups'.

### Create clinical audit

1. From your group's homepage
2. Click **Create clinical audit** on the left-hand menu
3. In the **Clinical Audit Name** box, type a name for your audit. It might be helpful to include enough information in the name to recognise it from other audits in a list

4. In the Clinical Audit Template section - two choices appear (Existing Audit Template or New Audit template). Selecting **Existing Audit Catalogue Template** option to choose a template from the audit catalogue list  
Selecting **New Audit Template** is used when to develop new templates for the catalogue which then have to go through an approval process
5. Click on the create button to complete the process.

### Viewing a clinical audit homepage

Completed or in-progress clinical audits are listed on each Audit group's homepage.

1. From your group's homepage
2. In the Group Audits section in the centre of the page, click on the audit name you wish to view.

### Download and populate the data collection tool

1. From your clinical audit's homepage – within your clinical audit group
2. Click the name of the data collection tool underneath Audit Guidance and Tools area. The tool will have a Microsoft Excel icon next to it
3. A save dialogue box will appear, select save as to save the data collection tool to a convenient location. Hint: make a note of where the tool is saved e.g. your 'desktop' or 'my documents' folder
4. Locate the data collection tool on your computer and double-click it to open the file in Microsoft Excel. You may need to respond to any security prompts or confirmation boxes as appropriate
5. Complete the 'data collection' worksheet with your clinical audit results. Note that this will pre-populate another worksheet entitled "CAKE results" with data formatted for CAKE to benchmark against
6. Save and close your data collection tool.

### Uploading audit data

Once you have collected your audit data you can upload it into the CAKE system for benchmarking. A wizard is provided through CAKE that will walk you through the three step process of uploading data into the system.

Data can only be uploaded to an audit once but it can be deleted if incorrect or incomplete data has been uploaded in error. See 'Deleting uploaded audit data' below.

1. From your clinical audit's homepage – within your audit group. See 'viewing an existing clinical audit homepage' above
2. Click **Upload Audit Data**
3. Click **Next**
4. Click **Browse**
5. Locate the previously downloaded and populated data collection tool on computer and click **Open**
6. Click **Next**. Please note that the CAKE system will preselect the 'header row' option and the 'CAKE results' worksheet by default

7. Click **Next**. CAKE will confirm the column mappings on screen between your uploaded data and the original template – the two should match.
8. Click **Next**. CAKE will confirm that your uploaded data is in the same format as the original template on screen
9. Click **Next**
10. Click **Finish**

#### Viewing uploaded audit data

- 1) From your Clinical Audit's homepage
- 2) Click **View Audit Data** on the left-hand menu

#### Deleting uploaded audit data

- 1) From your Clinical Audit's homepage
- 2) Click **Delete Audit Data** on the left-hand menu
- 3) Click **Delete** to delete the audit data or **Cancel**

Please note: There is no way to delete or upload new data once an audit has been submitted to the audit benchmark

#### Publishing audit data to the benchmark

- 1) From your Clinical Audit's homepage
- 2) Ensure that appropriate audit data has been successfully uploaded by clicking **View Audit Data** and verifying the results on screen. If incorrect or incomplete, follow the instructions in this guide for 'Deleting uploaded audit data' and or 'Uploading audit data'
- 3) Click **Publish Audit Results** on the left-hand menu to publish your audit to the anonymous benchmark
- 4) Confirm you have authority to publish the data by selecting the check-box and click **Publish**
- 5) A confirmation will appear on screen confirming your benchmark submission. You may now view the benchmark for your chosen template, see 'Viewing audit benchmarks' below.

Please note: Audit data can only be published to the benchmark once. When published, audit data cannot be deleted from the benchmark.

#### Viewing audit benchmarks

- 1) From your Clinical Audit's homepage
- 2) Click **View Audit Benchmark** on the left-hand menu
- 3) In the **Data Item** drop-down menu, select the benchmark result you wish to view
- 4) In the **Data Submission Range** drop-down menu select the date range you wish to view. Default value is last 3 months.
- 5) Your current benchmark submission is shown in **red**, previous submissions against the same template are **purple**, other anonymous CAKE user submissions are **blue** and average value is shown in **orange**.

Hint: if you wish to view historical data from an earlier/previous audit, you may revisit the **View Audit Benchmark** facility at any time from your Clinical Audit's homepage within your audit group

## Audit administration

### Email audit group members who are participating in an audit

- 1) From your Clinical Audit's homepage
- 2) Click **Email Members** on the left-hand menu. A "Send email to members" prompt will appear on screen
- 3) Type the email subject in the **Subject** box
- 4) Type the email body in the **Body** box
- 5) Click **Send**.

### Deleting a clinical audit

- 1) From your Clinical Audit's homepage
- 2) Click **Delete Audit** on the left-hand menu. A confirmation prompt will appear
- 3) Click **Delete** to delete the clinical audit or **Cancel**.

Please note: this will delete the entire audit and all associated audit data. There is no way of retrieving an audit or the audit data if it is deleted in error.

### Contacting HQIP regarding CAKE

1. From the CAKE homepage
2. Click on the **Contact Us** tab from the top hand navigation menu
3. Complete the Contact Us form with your query and click **Submit**
4. Click **OK**

Please note: you do not need to be logged in to CAKE in order to access the contact us form.

### Adding new audit catalogue templates

Audit templates within CAKE have two distinct components, an Excel 2007+ spreadsheet (file suffix .xlsx) data collection tool that CAKE users will use to add data to the portal and a corresponding catalogue entry configured to receive data from the collection tool. Together these two components form each audit template.

Only Administrators and Catalogue users can create audit templates and publish them to the audit catalogue.

### Create the data collection tool from an existing spreadsheet

1. Ensure your spreadsheet has data collection worksheet (tab) and a new worksheet called "CAKE results", if not create them. The CAKE portal expects the new "CAKE results" worksheet to have only two rows, the first row will contain column headings, the second will contain summary audit data for each column heading.
2. It is strongly advised that audit data should be derived from other worksheets – such as the "CAKE results" worksheet - within the spreadsheet via formulas rather than being populated manually.
3. First create appropriate column headings in the first row within the "CAKE results" worksheet. Add as many as required using a separate column for each.
4. Using Excel formulas populate the data row immediately under each column heading from the appropriate worksheet within the spreadsheet (for example "Data collection").
5. Later on, as the data collection worksheet is populated with real audit data, the "CAKE results" worksheet will automatically be populated according to the formula you entered. The end result could look something like this:

Audit parameter heading 1	Audit parameter heading 2	Audit parameter heading 3
120	0.8	1.2

Save the file to somewhere safe and memorable, it will be required following the next step below.

## Creating and naming the catalogue entry

When naming your new audit template, it is strongly advised that a version number or date is added to the end for ease of future recognition, for example “My Great Template v1”. Or “My Great Template 01-01-2011”. This is especially important as new or updated versions of audit templates are created and added to the catalogue.

1. From the CAKE homepage
2. Click the **Audit Catalogue** top tab
3. Click **Create Clinical Audit** on the left-hand menu. A dialogue box appears.
4. Complete the **Title** and **Description** fields as required. Click Create. A blank audit template will be created

## Adding data fields

For each column of the “CAKE results” worksheet within the data collection tool (created in the previous step – see above), you will be required to create a corresponding data field within the catalogue entry. This will ensure CAKE is properly prepared to receive the audit data.

Data fields should be added in the same left to right order that they appear in “CAKE results” worksheet – this ensures that the data mapping automatic when the audit template is in use.

1. Click **Add new field**
2. Type a name for the column under **Column name**. It is recommended that this name is copied from the exact wording used in the column heading in the “CAKE results” worksheet within the data collection tool for ease of recognition
3. Under **Type**, select the appropriate type of data the column will contain (usually Number)
4. Click **Create** (you may need to scroll down first)
5. Repeat the previous steps until you have added all of the required fields

## Remove a data field

1. Click the name of the data field in the list, a drop-down menu appears
2. Select **Remove item**, click **OK** or **Cancel**

## Edit a data field

1. Click the name of the data field in the list, a drop-down menu appears
2. Select **Edit item**
3. Make the required changes
4. Click **Update** or **Cancel** as appropriate

## Attaching the data collection tool and other files for users to access

CAKE users are required to download a data collection tool for each audit, this step ensures the tool is available for them download within each audit template.

Additionally, guidance documents can also be attached to an audit template for CAKE users to download and access in relation to this specific template.

1. Click **Upload a document**, a pop-up box appears

2. Complete **Document Title** as appropriate
3. Click **Choose File**, another pop-up box will appear to allow you to select a file. Browse to the file, click **Open**
4. Click **Upload** or **Cancel** as appropriate. The new file will now appear in the centre of the screen under the Audit Guidance and Tools section
5. Repeat the previous steps until all required files have been attached.

### Deleting the data collection tool or other files from a catalogue entry

1. Click **Delete Item** next to the file
2. Click **OK** or **Cancel** as required

### Assigning an audit template category and classification

This step ensures that audit templates can be found easily within the CAKE audit catalogue.

1. Click "**None selected**" to the right of the audit's homepage beside Category
2. Select a category by clicking on it (please note that the + and – symbols expand and collapse the tree structure), a shaded grey box will appear around your selected term
3. Click **OK** or **Cancel** as appropriate

### Publish the audit template to the CAKE audit catalogue

Until an audit is published, it is stored within CAKE in a draft state and is unavailable to all except Administrators and Catalogue users. Publishing makes an audit template available to all CAKE users.

1. Click **Publish to Catalogue** on the left-hand menu

### Editing an existing audit template or creating a new version

Audits cannot be edited once they are published as this could create discrepancies between historical audit data and the new version of the audit template. Instead existing audit templates will be duplicated and republished as a new version.

Please note that once a template has been duplicated to create a new version CAKE will immediately block access to the previous version for all newly created audits even if the new version has not yet been published. Audits already in progress and historical audits will not be affected.

### Authorisation of audit catalogue templates

Audit catalogue templates submitted by standard CAKE users must undergo an approval process before being available to CAKE users. When templates are submitted for approval alert emails are sent to HQIP administrators.