



An Stiúrtóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

Systems Approach to Quality and Patient Safety in the HSE

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The Patient Safety Journey

A systems approach to QPS across the HSE has been evident throughout the years

Safety
Incident
Management
Team (2008)

Building a
Culture of
Patient
Safety (2008)

National
Director,
Quality and
Clinical Care
(2009)

National
Director of
Clinical
Strategy and
Programmes
(2012)

National
Director
Quality and
Patient
Safety (2012)

National
Director
Quality
Assurance
and
Verification
(2015)

National
Director
Quality
Improvement
(2015)

Chief Clinical
Officer
(2018)

HSE Review
of Corporate
Centre
(2021)



NQPSD Purpose

Across the National Quality & Patient Safety Directorate (NQPSD), we work in partnership with HSE operations, patient representatives and other internal & external partners to improve patient safety and the quality of care by:

Building quality and patient safety capacity and capability in practice

Using data to inform improvements

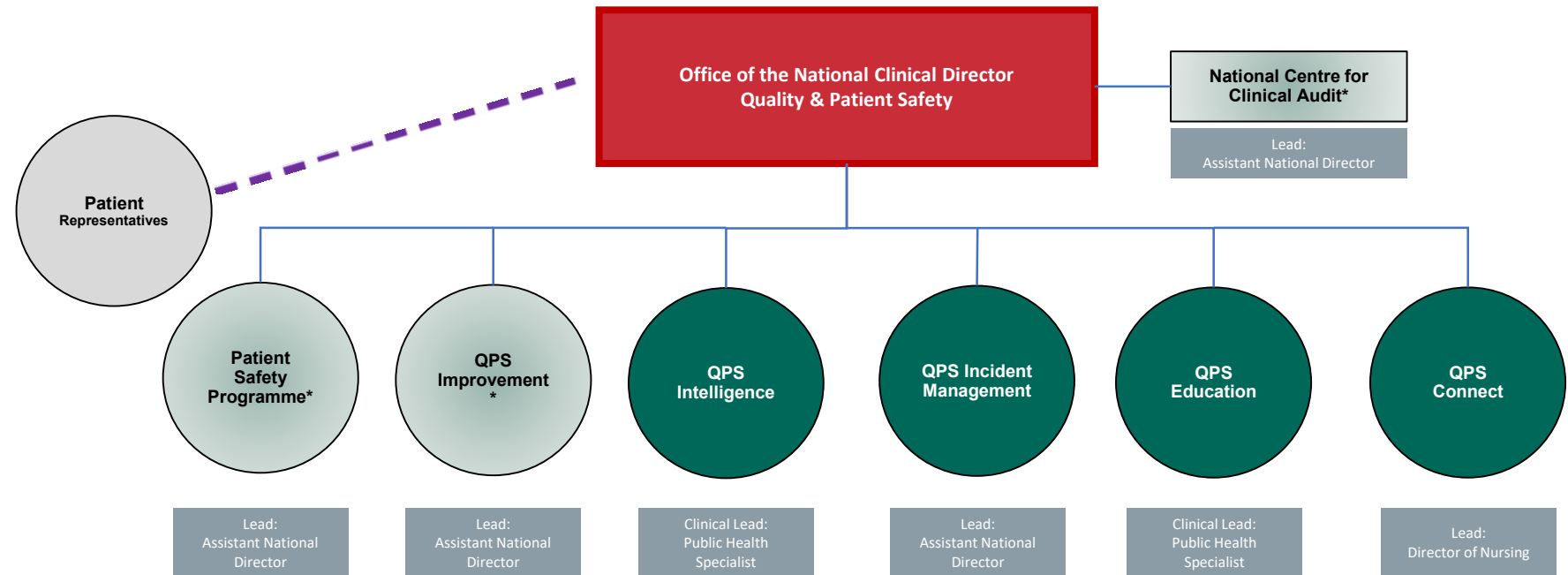
Developing and monitoring the incident management framework and open disclosure policy and guidance

Providing a platform for sharing and learning

Reducing common causes of harm and enabling safe systems of care and sustainable improvements

NQPSD Organogram

Office of the Chief Clinical Officer



* Patient Safety Programme, QPS Improvement, and NCCA are subject to reconfiguration



Our Patient Involvement Partners

- ❖ Patient Involvement in NQPSD is across all areas
- ❖ Patient involvement partners on our NQPSD Management Team





Patient Safety Programme



- ❖ Use of improvement methodologies and practices in order to address common causes of harm as outlined in the Patient Safety Strategy



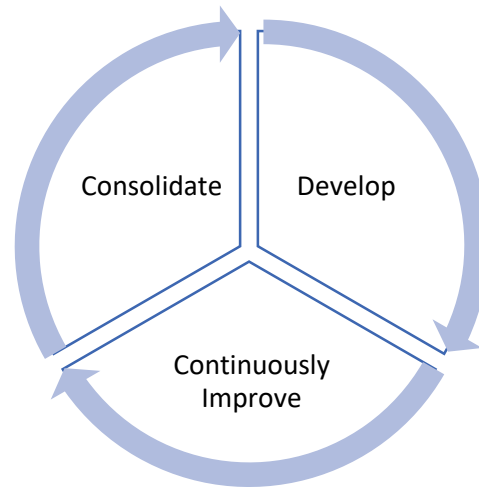


QPS Incident Management

- ❖ Incident Management Framework 2020
- ❖ National Open Disclosure Office
- ❖ National Incident Management System (NIMS)
- ❖ Just Culture

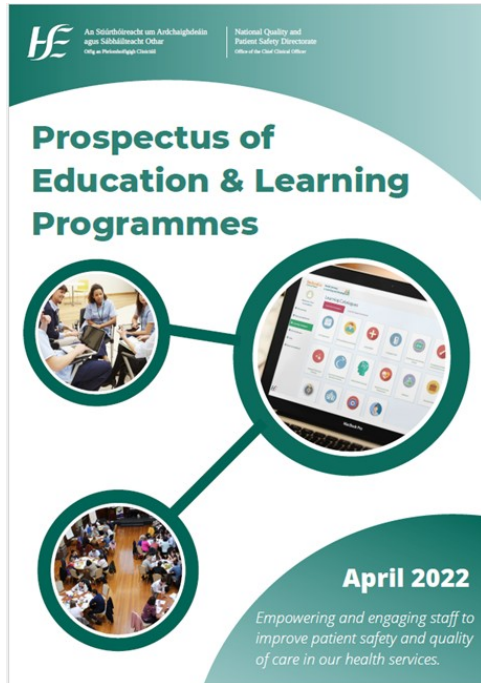


Quality and Patient Safety Surveillance



Quality and Patient Safety Reporting

❖ NQPSD Prospectus



❖ QPS Competency Framework



(Access at: <https://www.hse.ie/eng/about/who/nqpsd/qps-education/education-learning-programmes-and-resources.html>)



National Centre for Clinical Audit (NCCA)

- ❖ The NCCA is primarily responsible for implementing the HSE National Review of Clinical Audit Report recommendations under five key pillars:





- ❖ Communications Plan 2022 published.
- ❖ In development – Stakeholder Analysis Map.
- ❖ Follow us on Twitter #Qireland.





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