



QI TALK TIME

Building an Irish Network of Quality Improvers

hello
my name is...

@QITALKTIME

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Irish Health Service

Speaker: Dr Philip Crowley
National Director HSE Quality Improvement Team

Dr. Philip Crowley, is a doctor who trained as a GP and worked for five years in Nicaragua. He worked in the NHS to tackle health inequalities. He also trained in public health medicine and has worked with the IPH, and the ICGP on refugee and asylum seeker health. Philip worked for 6 years as Deputy Chief Medical Officer with the DoH, he continues to work as a GP part-time.



In order to take a strategic and sustainable approach to improving quality, the leadership team of the HSE has adopted a framework based around 6 drivers. The Quality Improvement Team have a new strategic plan 2020-2024 which we hope to partner with services on to enable sustainable improvement across a number of areas.



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National Quality Improvement Team

Framework for
Improving Quality

Instructions

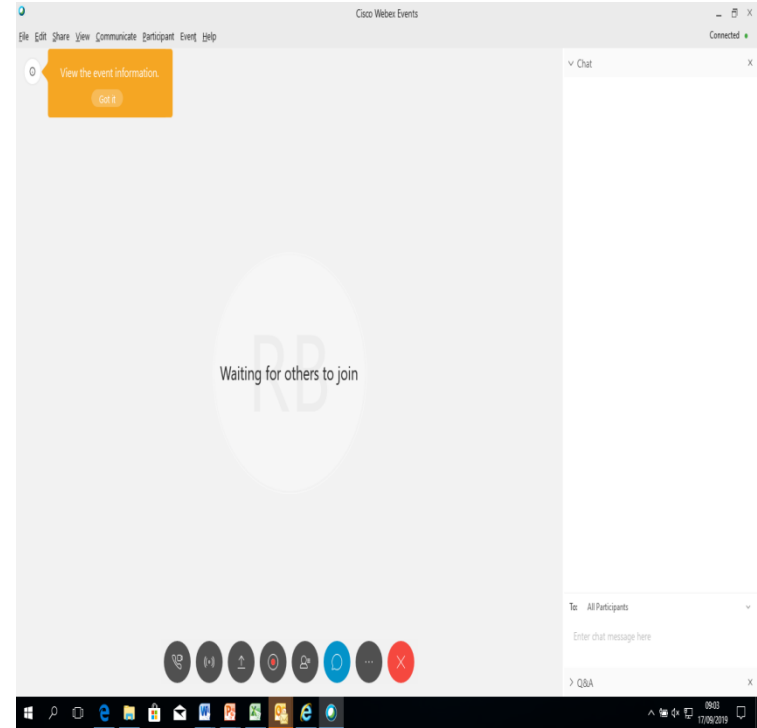
- Sound:

Computer or dial in:

Telephone no: 01-5260058

Event number: 849 013 273 #

- Chat box function
 - Comments/Ideas
 - Keep the questions coming
- Twitter: @QITalktime



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World Patient Safety Day

Speak up for Safety

hello
my name is...

Dr Philip Crowley

National Director Quality Improvement Team

Global Health Priority

World Health Assembly resolution on 'Global action on patient safety' adopted May 2019

- Patient safety is at the heart of universal health coverage and is a global health priority
- **Today 17 September is World Patient Safety Day**



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Global Perspective



National Perspective



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Mozambique



2 x Global Health QI
programmes (2017-
present)
QI Projects
Pressure Ulcer
prevention

Ethiopia



1 x Global Health
QI programmes
(2019 on-going)
12 x acute
hospitals teams
from Addis
Ababa

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Speak up for patient safety!

No one should be
harmed in health care



**World Health
Organization**



**World
Patient Safety
Day 17 September**

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<https://www.who.int/campaigns/world-patient-safety-day/2019>

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Irish Health Service



Social media,
broadcast email
and print media
communication

“Tweet chat”
on the theme
“Speaking up
for Patient
Safety”

Light up
Department
of Health and
Dr Steevens

Safety and
information
stands staff
canteens

Advertise and
participate in
the “Err is
human”
documentary



Multiple local
events

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Level of harm in Ireland is 12.2%
(Irish National Adverse Event study)



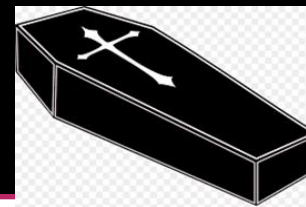
17% of all hospitalisations are affected by one or more adverse events, with 30-70% potentially preventable



Estimated to cost Irish hospitals more than €194 million a year, about 4% of the health care acute services' Budget



Studies from Australia, Canada, the United States and European countries suggest that between 2% and 16% of deaths may be attributable to adverse events



Core Elements to develop a safety culture and QI Focused Health Service

1. Develop real partnerships with people
2. Collaborate and share learning across our system
3. Invest in QI and create QI posts in all our organisations
4. Commit to QI training for all staff
5. Work on relationships and culture so that staff feel valued and their input is encouraged
6. Work with our managers to create a work environment where staff are enabled to work on improving care
7. Use measurement for improvement approaches to understand our data better
8. Ensure we have quality at the centre of our management and governance of health care
9. Work to integrate services
10. Partner with communities so that we contribute to improving the social issues that profoundly affect health outcomes



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Patient Safety Strategy 2019-2024

Pre-Consultation Draft

28th February 2019



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Chief
Clinical
Officer



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National Quality Improvement Team

National Quality Improvement Team Strategic Plan 2020 - 2024

Working in partnership to lead innovation and lasting quality improvement to
achieve better and safer care



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Demonstrate



September 2019 Draft V7



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National Quality Improvement Team

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National Quality Improvement Team Strategic Plan 2020 - 2024



Our purpose is to support and enable lasting improvements across our health service.

We aim to

- use our leadership, knowledge and skills to support services to innovate and sustainably improve quality of care and practice, and
- support a co-ordinated and prioritised approach to improvement work within the CCO.



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Some National QI Safety Achievements

Partnering with People who use Health Services

Established Patients for Patient Safety Ireland and the National Patient Forum.
Recruited 61 members for the National Patient Representative Panel.

Pressure Ulcers to Zero (PUTZ) Collaborative:

Phase 1 (2014): 21 Teams - 73% reduction
Phase 2 (2015): 26 Teams - 49% reduction
Phase 3 (2017 -2018): 23 teams - 67.5% reduction

Clinical audit training to 1,858 staff in 3 years
National clinical audits and QI programmes in major trauma, ICU, hip fracture, orthopaedics hospital mortality, GI endoscopy, radiology and histopathology

VTE Collaborative

Over third increase in appropriate blood clot prevention
(from median 61% to 81%)

Leadership skills for staff engagement sessions - over 1000 staff
Leadership Skills for Engaging Staff in Improving Quality Toolkit
Schwartz rounds - 22 teams

Decontamination Programme

(26 acute decontamination teams, 2 primary care dental, QI masterclasses to 420 participants)

Medication safety

Intensive training course provided to 100 acute hospital staff.
Know check ask medication safety campaign

HSE/RCPI Diploma in Leadership and Quality in Healthcare (489 People - 183 Projects).
Examples of QI projects

Reduction in broad spectrum antibiotic use from 45% to 16.8% in Out of Hour GP co-operative in Cork

Frail older person care pathway redesign. Median length of stay reduced from 12.6 days to 9.7 days yearly saving €3 million

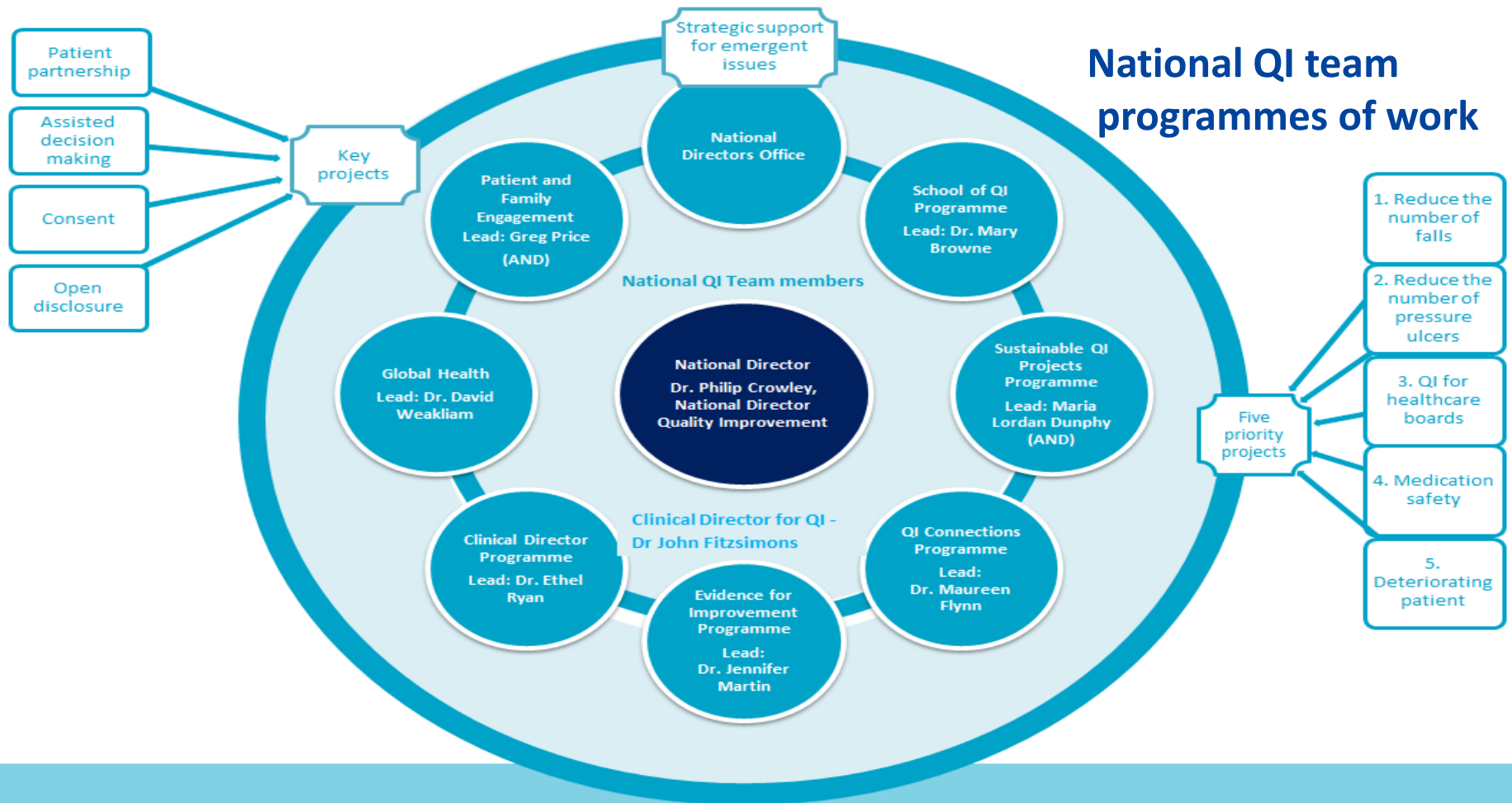
Reduced the waiting times for access to pulmonary rehabilitation service from 22.4 months to 4.3 months

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National QI team programmes of work



Sustainable QI Programme

Purpose

Enable a culture of improvement by supporting sustainable QI projects within the Irish health service



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School of QI Programme

Purpose

Enable a person centred culture of learning and development to inspire individuals, teams, and services to make a positive difference across our health service.



Support all staff to have up to date improvement knowledge and skills.



Develop a person centred learning culture of improvement and innovation.



Align, influence and integrate **the School of QI** learning programmes with other HSE programmes that build quality, safety and leadership capability



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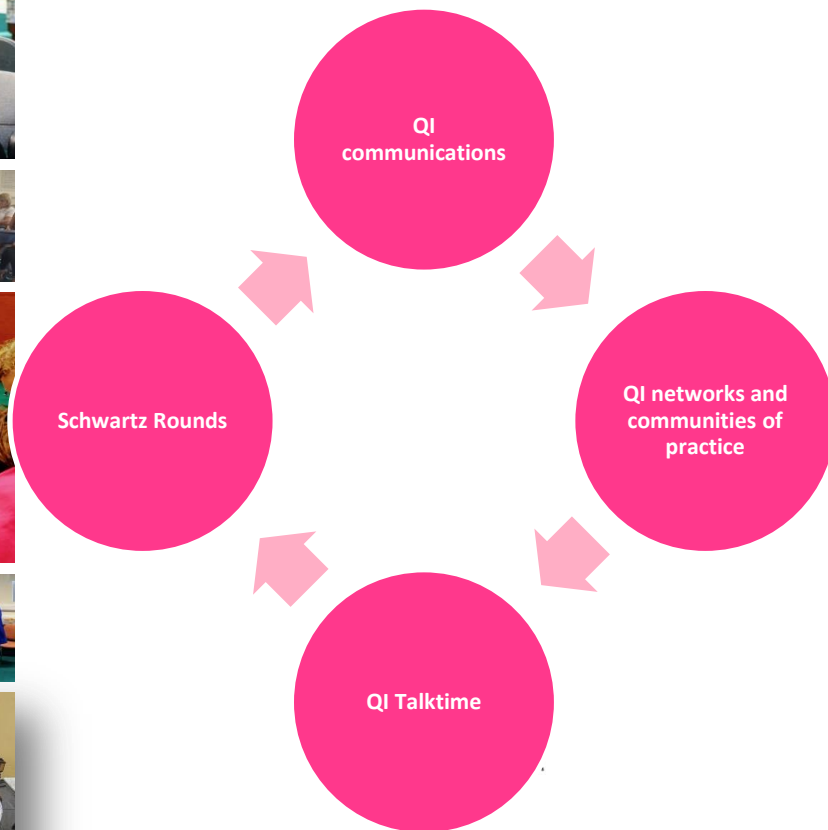
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QI Connections Programme

Purpose

Help people to communicate, connect, collaborate and network to further QI development and learning. Thus sustain the improvement work of those already trained in QI



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Evidence for Improvement

Purpose

Support the use of evidence to identify opportunities for improvement and to measure and evaluate the impact of QI initiatives. Promote measurement for improvement approaches to using our data

Measurement
tools and
techniques

Effective
analysis,
display and
use of
information

QI
Evidence
Hub

Evaluation of
national QI
team work

Evidence base
and support
QI research

Building
knowledge
and skills in
measurement
for
improvement



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Partnering with People who use Health Services Programme

Purpose

Drive and promote true partnership with people who use health services. A true partnership involves engaging people from the start in the planning, design, and delivery of services. It involves supporting, mentoring them and valuing their input.

Patient representatives as members of the National QI Management Team

Guidance, support, and advice on partnering with people who use health services



Online resources

Support and promote Patients for Patient Safety Ireland (PFPSI), National Patient Forum and National Patient Representative Panel.



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Partnering with People who use Health Services

Open disclosure

Improve the implementation and practice of Open Disclosure for all patients, clients and service users.



Assisted Decision Making

Achieve compliance with the HSE National Consent Policy, the Assisted Decision Making (Capacity) Act 2015, Part 3 of the Disability Act 2005 and the Irish Human Rights and Equality Act 2014.



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Global Health Programme

Purpose

Develop a global approach by Irish healthcare services to improve the health and quality of healthcare in Ireland and less developed countries

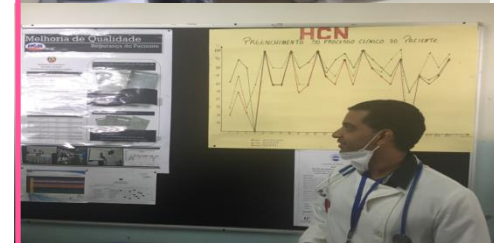


Partnerships with low and middle-income countries.

Contribute to humanitarian action

Strengthen Ireland's health security through global health emergency preparedness and response.

Reciprocal benefits from global engagement and working with less developed countries.



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Clinical Directorate Programme

Purpose

Improve the quality of healthcare delivered to patients by developing a Clinical Directorate model.
Support the Clinical Director (CD) in their role.

Develop both clinical leadership & directorate structures to assist the implementation of the CD role

Master classes/workshops. networking & training opportunities

Work with the Clinical Directors to support them to implement the Clinical Directorate model



Engage with stakeholders in Hospital Groups and CHOs.

CD and multidisciplinary team (MDT) training course



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Outcomes

People who use health services

- Better experience
- Improved outcomes
- Reduced harm
- Greater collaboration
- Improved trust in the health system
- Greater participation in decision making

People who deliver health services

- Increased capacity, capability and confidence to use QI
- Improved collaboration and team work
- Opportunities to lead improvement
- Self-supporting QI Networks
- Joy and meaning at work
- Increased capacity to influence and scope own work

Health service organisations

- Improved quality, safety and efficiency of services
- QI embedded in strategy and governance systems
- Intelligent use of information and peoples' voices
- A person centred culture of learning and sustained improvement
- Mobilising people who have QI skill

The health system

- Improved care and quality of services
- Collective ownership for QI
- Sustained QI leadership
- Consistent use of improvement methods
- Greater collaboration and sharing of learning between organisations



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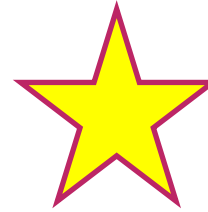
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QITalktime evaluation June 2019:

Q. How helpful did you find the QITalktime sessions?

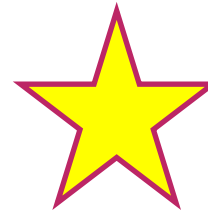
	Extremely	Very helpful	Somewhat helpful	Not helpful
2017	28%	45%	25%	0
2018	26%	56%	18%	0
2019	41%	37%	17%	6%



Over 70% of respondents in top 2

Q . How likely are you to join again?

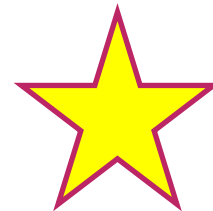
	Very likely	Somewhat likely
2017	86%	14%
2018	80%	20%
2019	70%	20%



Over 90% of respondents in top 2

Q. Have you availed of QITalktime website?

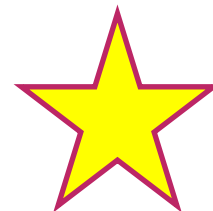
	Yes	No
2017	46%	54%
2018	89%	11%
2019	91%	9%



Significant increase
over 3 yrs
(*2019)

Q. Have you watched back any of the recordings or used the slide sets?

	Yes	No
2017	40%	60%
2018	70%	30%
2019	85%	15%



Significant increase
over 3 yrs



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Missed a webinar – Don't worry you can watch recorded webinars on HSEQID
QITalktime page

Date and Time: Tues 1st Oct 1pm

Topic: An Improvement story from National Ambulance Service

Speaker: Eamonn Byrne

Thank you from all the team @QITalktime

Roisin.breen@hse.ie

Noemi.palacios@hse.ie



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