



An Stiúrtóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

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

QPS TALKTIME



A community of quality and patient safety improvers

QPS TalkTime No. 3 Live from the National
Patient Safety Office Conference
Tuesday, 11th October, 2022

**QPS TalkTime Live from the National Patient Safety Office Conference 2022
Dublin Castle**

How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- If your tech fails, don't worry – we're recording it so you can watch video and access the slides at your convenience. Audio is available via your PC or dial in:

Telephone no: Irish: 01-5260058 / UK: +44-20-7660-8149

Event number: 2733 905 9592



- Please feel free to continue the discussion on Twitter: @QPSTalkTime / @NationalQPS
@NPSO / @advocacyire / @suzettewoodward / @johnfitzsimons9 / @JuanitaGuidera



- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out).



- Please note the ChatBox will also be saved for learning purposes.



- You will receive an email from QPS TalkTime confirming your attendance.

To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...
- Finish this statement:

Working together for patient safety is important because...

Speakers today



Maurice O'Donnell, Head of Patient Safety Legislation and Advocacy in the National Patient Safety Office (NPSO) of the Department of Health.

Prof. Suzette Woodward, is a former paediatric intensive care nurse who has worked in the NHS for over 40 years with 20 years focusing on patient safety.

Louise Loughlin, National Manager of the Patient Advocacy Service and National Advocacy Service for People with Disabilities.

Dr. Natasha Rafter, is a Specialist in Public Health Medicine and honorary Senior Research Fellow, RCSI & **Dr. Siobhan McCarthy**, Programme Director of the MSc Quality and Safety in Healthcare Management at RCSI. Both are Principle Investigators on the iCAARE study examining the effectiveness.

In conversation with



Dr. John Fitzsimons, Clinical Director with the National Quality and Patient Safety Directorate and Consultant Paediatrician at Children's Health Ireland at Temple Street, and

Juanita Guidera, Quality Improvement Facilitator with the National Quality and Patient Safety Directorate.



An Roinn Sláinte
Department of Health

National Patient Safety Office Department of Health

- QPS Talktime, Tuesday 11 October, 2022



Background to NPSO

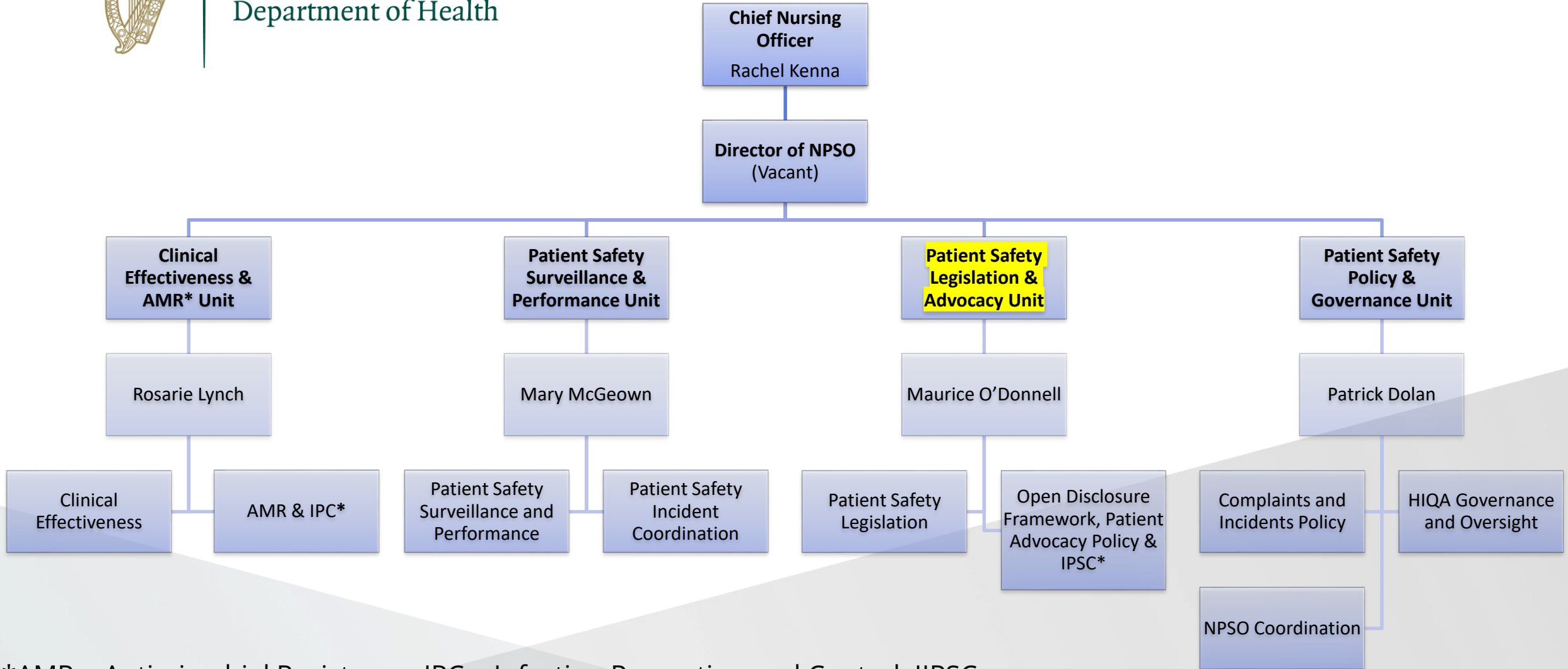


- Established in 2016 to strengthen the patient safety role and functions of the Department
- Informed by:
 - Report of the Commission on Patient Safety and Quality Assurance (2008)
 - Strategic Framework for Reform of the Health Service 2012-2015 **Future Health**
 - HIQA Investigation Reports

NPSO Structure



An Roinn Sláinte
Department of Health



*AMR = Antimicrobial Resistance; IPC = Infection Prevention and Control; IPSC = Independent Patient Safety Council

Main NPSO areas of work - a selection



- Antimicrobial Resistance (AMR) - iNAP 2 action plan
- Clinical Guidelines - 7 NCEC national guidelines published by Minister
- National Healthcare Quality Reporting System (NHQRS) - measures quality of our healthcare system
- National Care Experience Programme - listening to voices of patients and service users

Main NPSO areas of work - a selection



- Patient Safety Bill - mandatory open disclosure of serious patient safety events
- Patient Advocacy Service - to facilitate patients in making complaints
- HIQA - oversight and governance of the primary Health Regulator
- Complaints and Incidents policies - development of national policies

NPSO Conference 2022



- Theme: “**Working Together for Patient Safety**” – specifically how people are drivers of change in this area
- Key issues: the Patient Safety Strategy and the common causes of harm; Using data to drive patient safety; Quality improvement in the community; the Patient Advocacy Service; and much more...

Key note speakers:

- Prof Suzette Woodward - “Perspectives on Safety II”
- Prof Eilish McAuliffe - “Psychological Safety: Assessing it and cultivating it in healthcare teams”.

NPSO Conference 2022



- All of the speaker presentations will be recorded and uploaded onto the Department website after the event
- Presentations from previous years' conferences (2016 – 2019) are also available on the website at:
- <https://www.gov.ie/en/collection/092370-national-patient-safety-conference/#presentations-from-2019>



An Roinn Sláinte
Department of Health

Stay in Touch!

Email: NPSOirl@health.gov.ie

NPSO on Twitter: [@npsOIRL](https://twitter.com/npsOIRL)

NPSO Conference on twitter: [#NPSO2022](https://twitter.com/hashtag/NPSO2022)



Patient Advocacy Service: How to Contact Us



0818 293 003



www.patientadvocacy.ie



info@patientadvocacy.ie

Patient Advocacy Service: How to Contact Us



[@advocayire](https://twitter.com/advocayire)



www.facebook.com/AdvocacyIre



[www.linkedin.com/company/
patient-advocacy-service-ireland](https://www.linkedin.com/company/patient-advocacy-service-ireland)

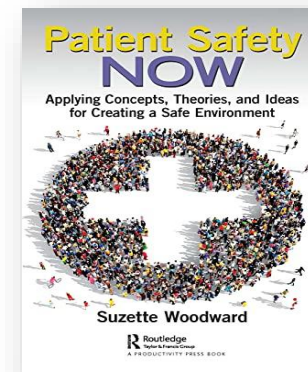
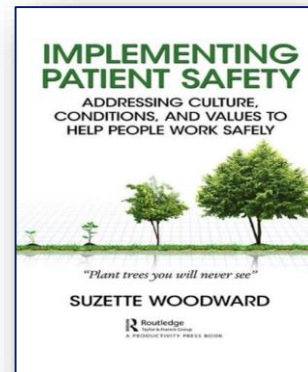
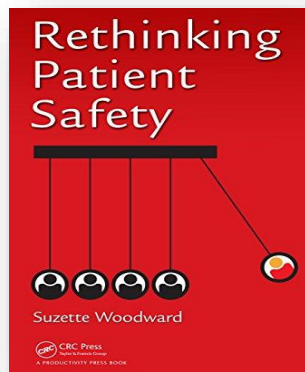
Safety II

Working Together for Patient Safety

QPS TalkTime

Dublin

Professor Suzette Woodward



Healthcare is incredibly complex.

We need to **LEARN** from everything we do, all the time – when things **GO RIGHT** and when they don't



Because healthcare's complicated, it's a **DIFFICULT WORK ENVIRONMENT**



Pressures, unhelpful cultures, stress, incivility and bullying, make it harder to **WORK SAFELY**

Patients are safer when those around them are **PHYSICALLY, PSYCHOLOGICALLY AND EMOTIONALLY WELL**.



They need to be fed, supported, thanked, rewarded – even loved

Sign up to
.....
SAFETY

SAFER CARE

IS ONLY POSSIBLE

IF

WE CARE FOR THOSE WHO CARE FOR PATIENTS



To help the **WHOLE SYSTEM** perform well, we need to help all **INDIVIDUALS** perform well

Kindness and civility needs to be encouraged and expected

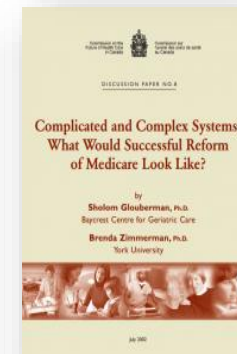
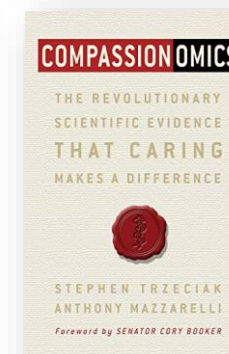
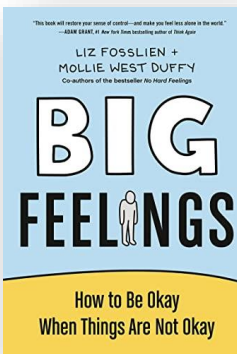
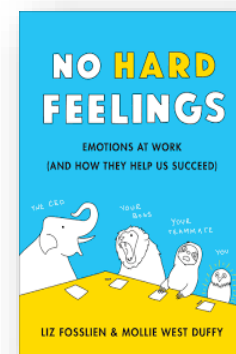
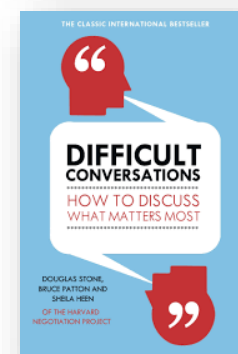
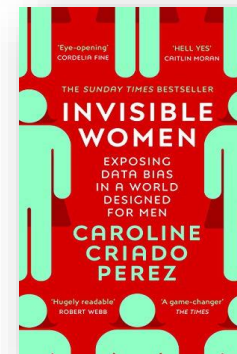
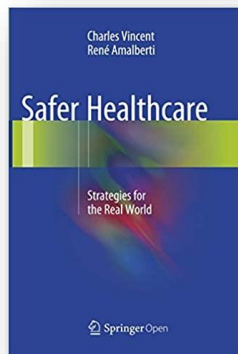
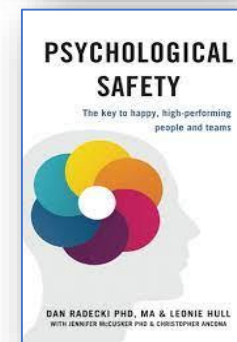
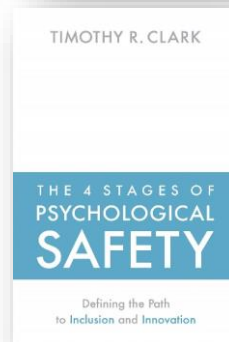
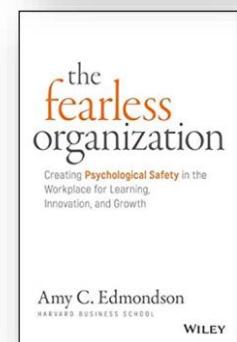
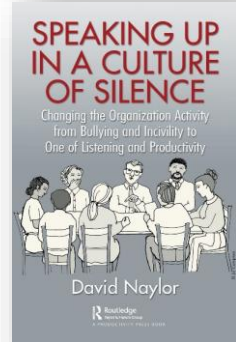
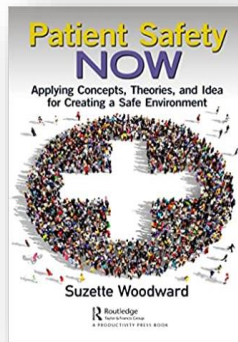
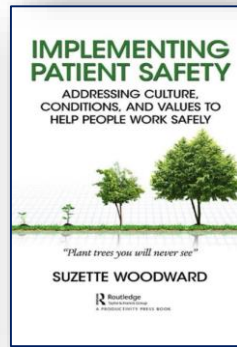
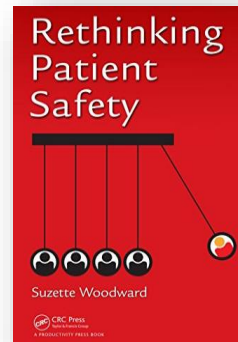
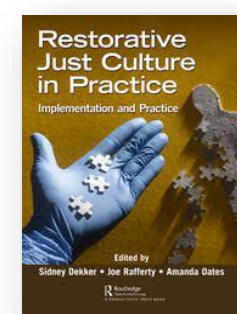
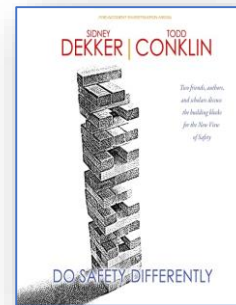
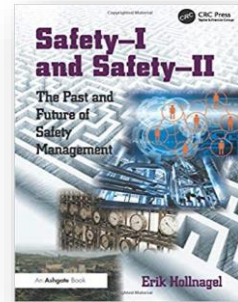
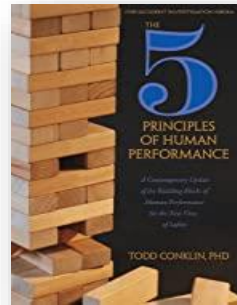
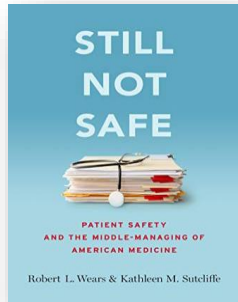
People need the opportunity to connect and **FOSTER POSITIVE RELATIONSHIPS** that let them be heard



We each have a part to play in choosing the values and behaviour that guide our relationships, and we each have the power to **SUPPORT THE PEOPLE WE WORK WITH**



The library





HEARING YOUR THOUGHTS AND COMMENTS

Resources

Walk and Talk Improvement: Ideas for Safe Quality Care

Purpose

- Improve patient care by capturing the personal stories of people who work in and use health services regarding patient safety and quality improvement using a new and increasingly popular communication platform.
- Co-produced with patient partners, and members of the the Health and Social Care Quality Improvement (HSCQI), Northern Ireland and National Quality and Patient Safety Directorate (NQPSD) teams.
- 6 episodes based on the Patient Safety Strategy themes.

Where to listen?

Acast!



*Also available on
Spotify podcasts*

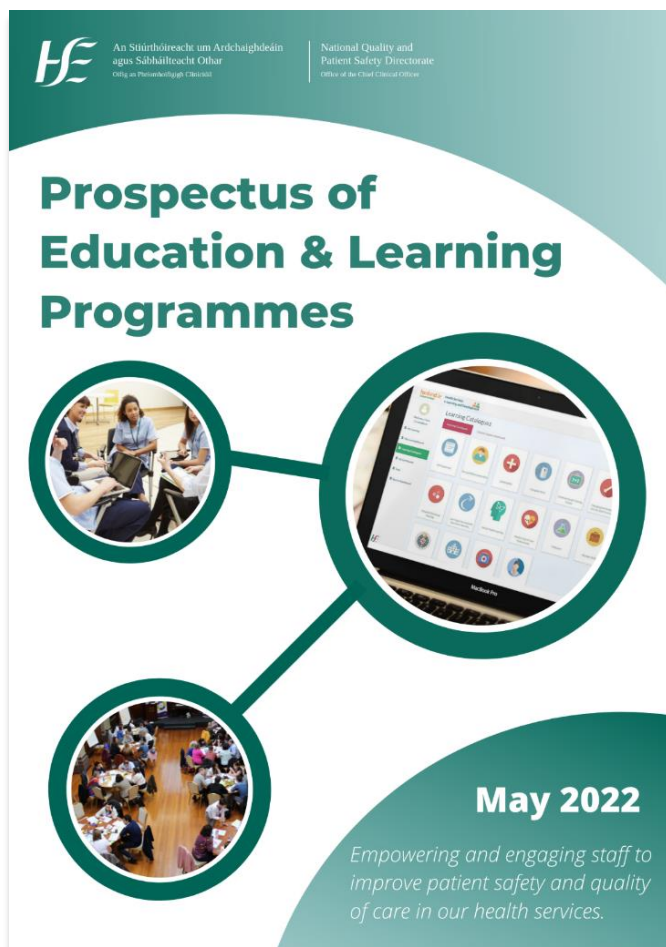


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<https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html>



QUALITY IMPROVEMENT

Introduction to Quality Improvement

Foundation in Quality Improvement

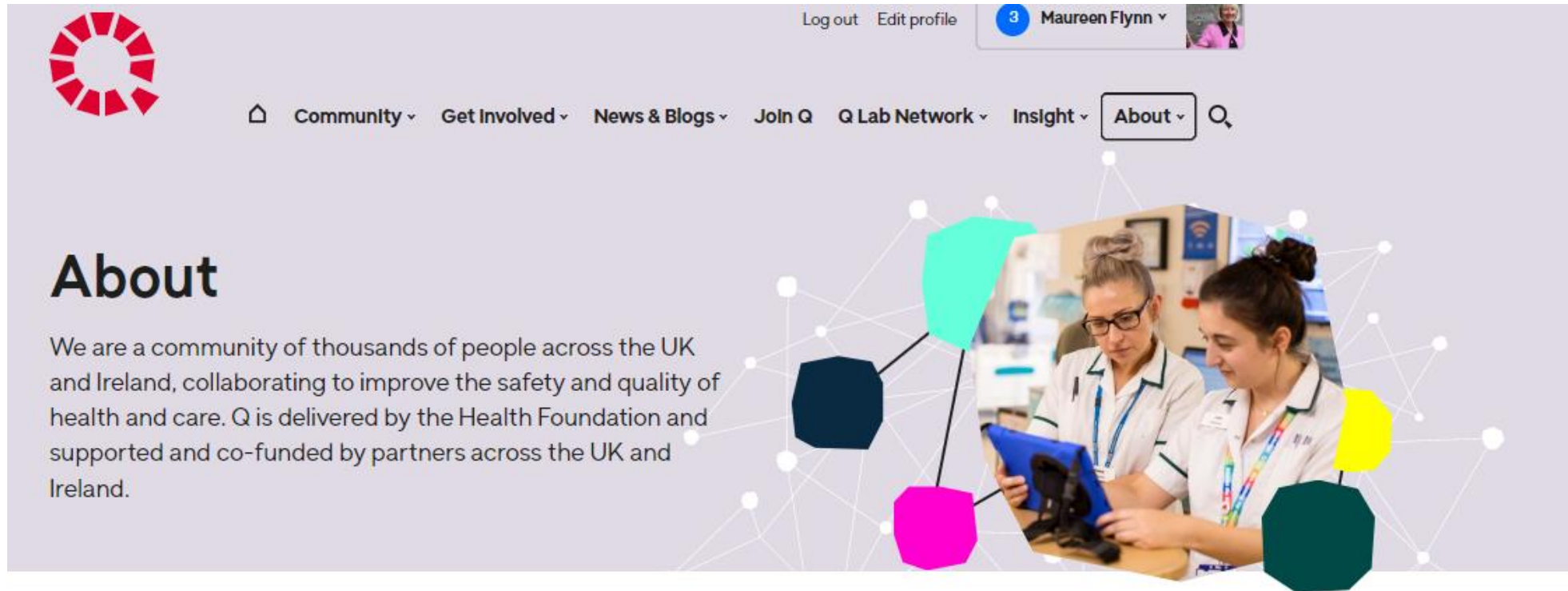
Improvement in Practice Programme

Quality Improvement Leadership Programme

hseland.ie
Cúram le Eolas



Apply to become a member of Q Community



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

Caroline.Lennonnally@hse.ie

Upcoming Webinars: Dates for your diary

Dates	Topics	Speakers
Tuesday 25 th October 13:00 - 14:00	How do we get better at Improving Care	Prof. Mary Dixon-Woods, Director The Healthcare Improvement Studies Institute, University of Cambridge LIVE RECORDING ONLY

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Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS TalkTime page:
<https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html>



Let us know how we did today



Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you

Contact: Stephen.Barrett@hse.ie to be included on our mailing list to receive QPS Talktime invitations

*Thank
you*