



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



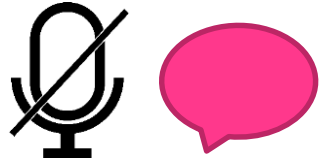
A community of quality and patient safety improvers

2nd May, 2022

Patient Partnership



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 back on the NQPSD YouTube channel 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: 2731 404 7993#



- Please feel free to continue the discussion on Twitter: [@QPSTALKTIME](#)
[@mapflynn](#) | [@johnfitzsimons9](#) | [@juanitaguidera](#) | [@NationalQPS](#) |
[#QIreland](#) | [#patientsafety](#)



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



- 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:

***Do you have experience of involving
Patients in your area of work?***

Speakers today



Brid Ryan

Clinical Lead ePharmacy



Patrick James Power

Member of the HSE National Patient Representative Panel



Nicola Williams

Partnering with People who Use Health Services Programme



Mila Whelan

Partnering with Patients, Operational Performance & Integration

In conversation with



Dr John Fitzsimons,

Clinical Director, HSE National Quality and Patient Safety Directorate and Consultant Paediatrician, Children's Health Ireland at Temple Street.

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



Partnering with Patients Team Operational Performance and Integration

2nd May 2023



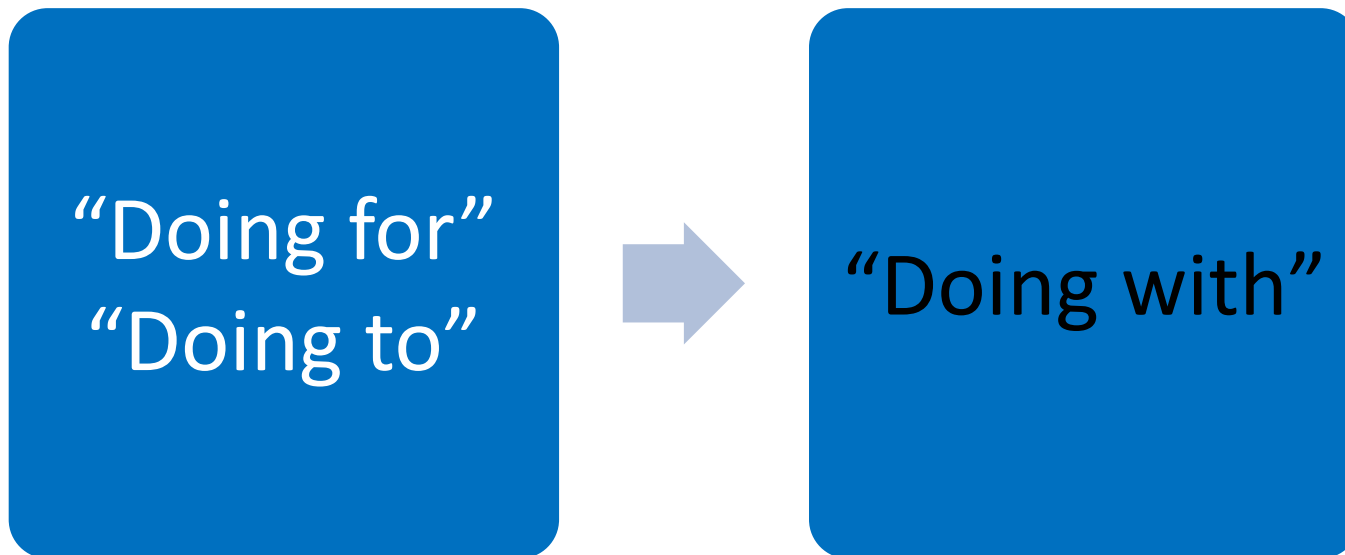
Who we are and what we do?

- National Advocacy Unit 2010 - 2015
- Part of the National Quality Improvement Division/National Quality Improvement Team 2015 - 2021
- Part of Operational Performance and Integration since June 2021
 - Facilitate partnering with patients, service users, family members and carers in the planning, design and improvement of services at strategic and policy level
 - Provide support to patient involvement partners
 - Provide guidance and advice to programme/project leads, national directorates, DoH, HIQA
 - Promote international best practice in partnering with patients



Partnering with patients

Patients, families, their representatives, and health professionals working in active partnership at various levels across the health care system to improve health and health care. (Carman et. Al, 2013)





“We all have a bit of the Big Picture”

Healthcare Staff & Professionals

- Clinical experience
- Experience of relationships with patients
- Administrative experience
- System knowledge
- Bias
 - Better Information
 - Better Decisions
 - Better Outcomes

Patients & Families

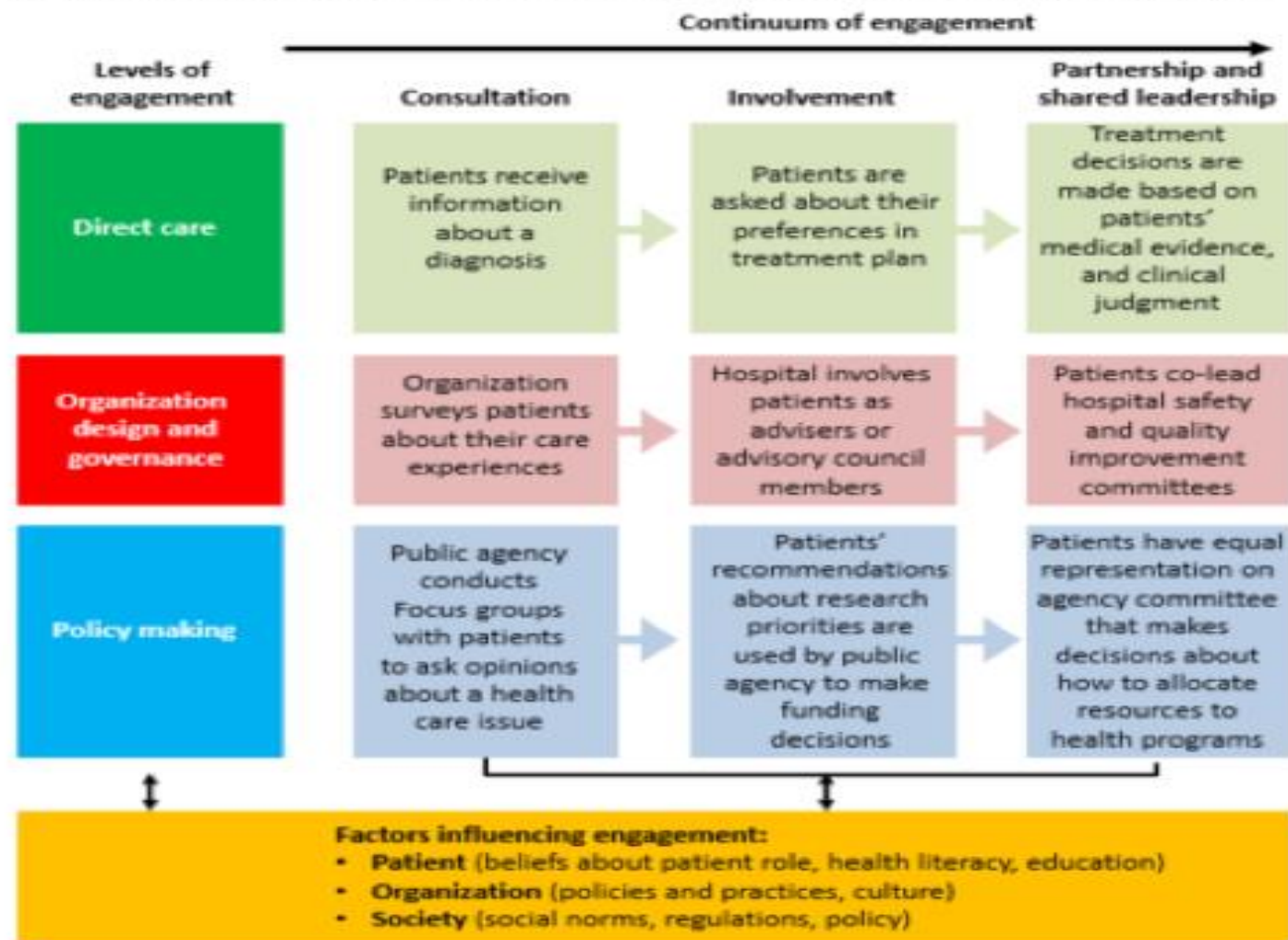
- Experience of illness
- Experience of relationships with healthcare professionals
- Experience of “self”
- Experience of the healthcare system and providers
- Bias



Levels of engagement

EXHIBIT 1

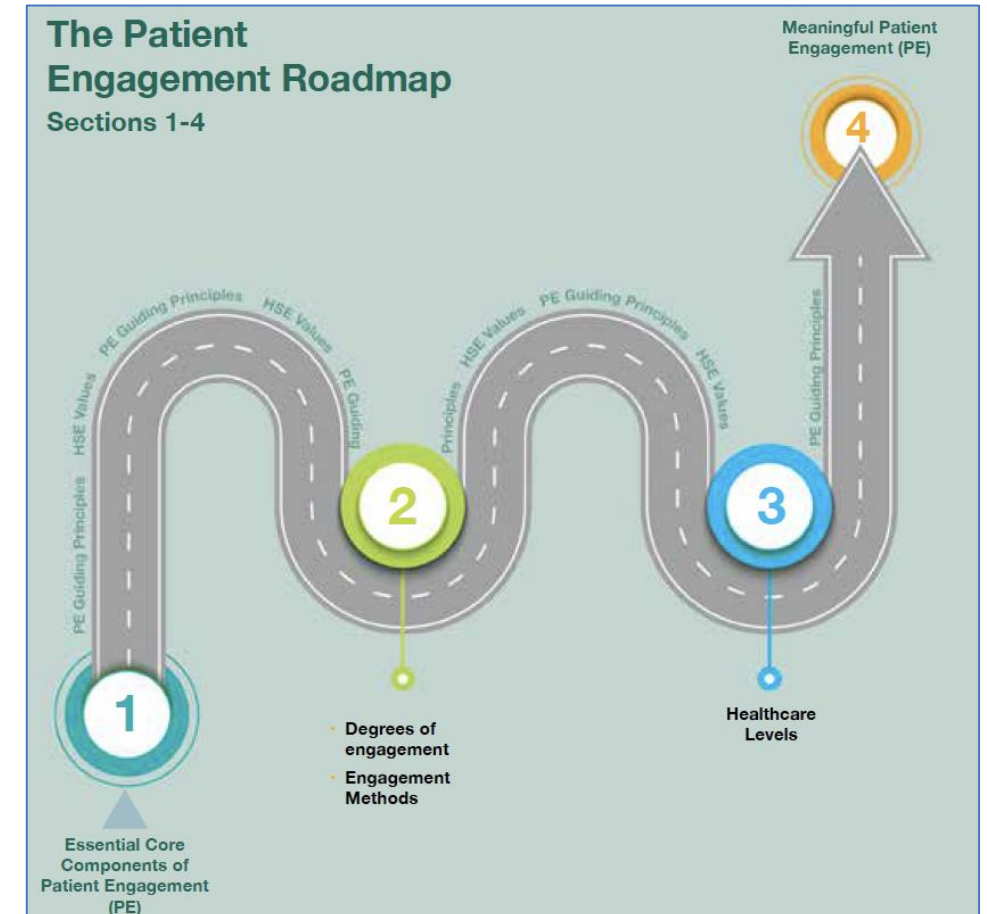
A Multidimensional Framework For Patient And Family Engagement In Health And Health Care

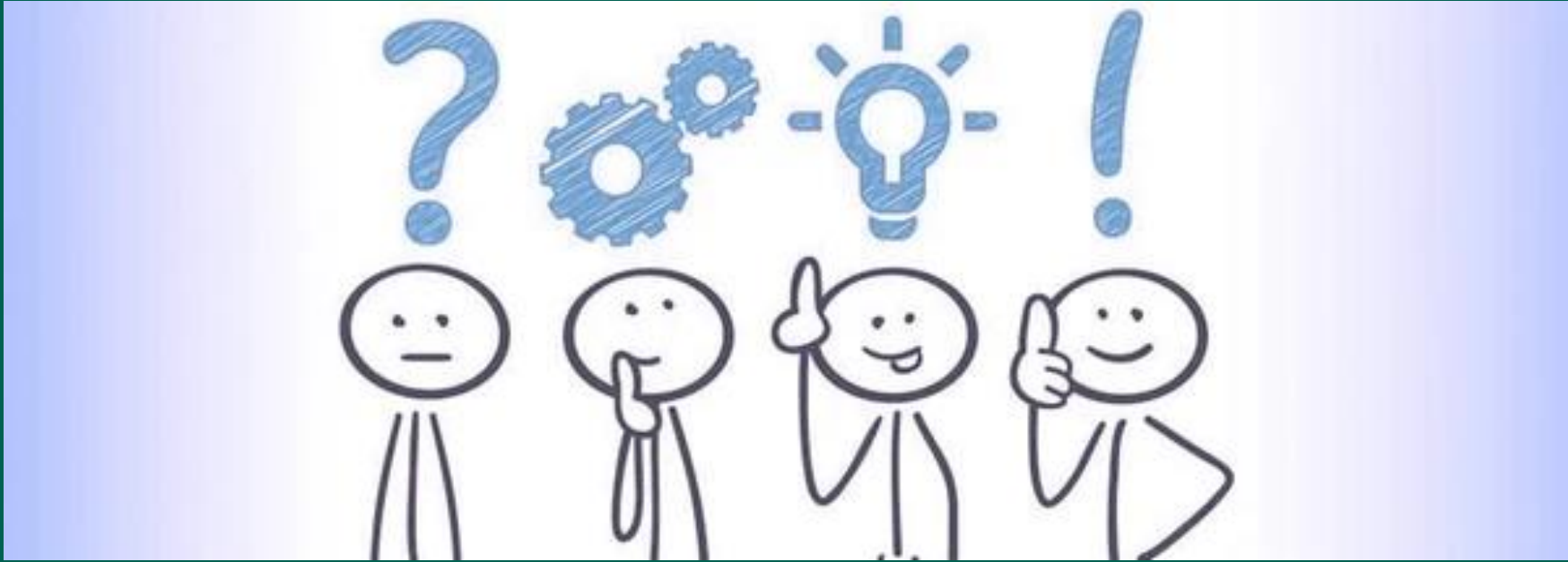


Carman Framework

<https://www.communitycarenc.org/media/files/health-affairs-feb-2013-patient-and-family-engagement-framework-unders.pdf>

Reference:
Carman, K., Dardess, P., Maurer, M., Sofaer, S., Adams, K., Bechtel, C., and Sweeney, J. *Patient and Family Engagement: A Framework For Understanding The Elements and Developing Interventions and Policies*. Health Affairs 32, No. 2 (2013): 223-231.





HEARING YOUR THOUGHTS AND COMMENTS



Quality & Patient Safety Prospectus 2023

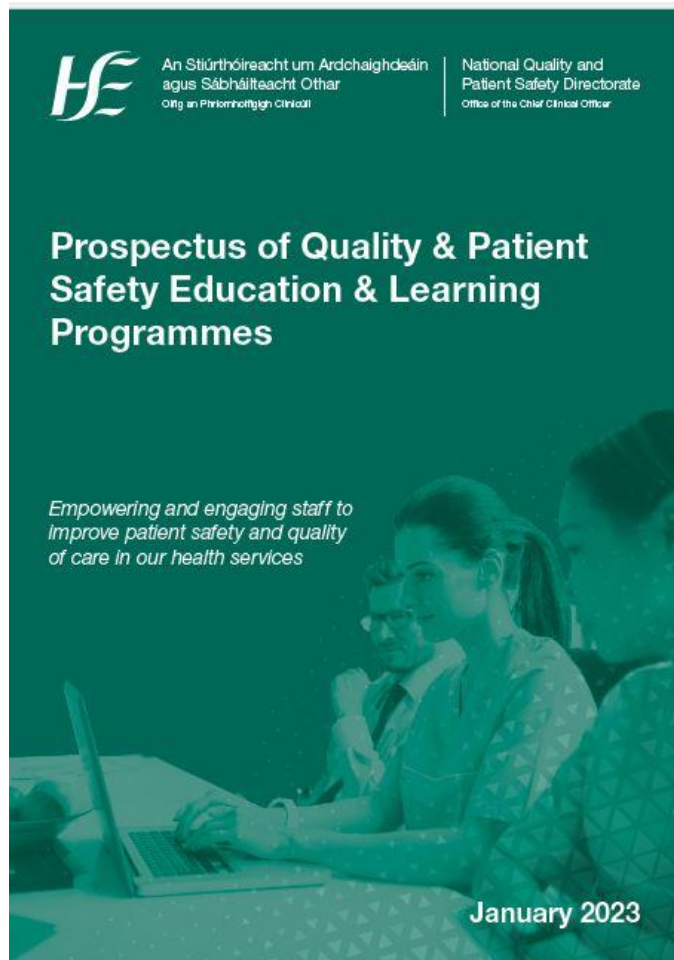


Table of Contents

- Quality Improvement
- Incident Management
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- Clinical Audit
- Human Factors
- Schwartz Rounds
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- Data for Decision Making
- Complaints, Governance & Learning
- Governance & Risk
- Safeguarding
- Antimicrobial Resistance & Control (AMRIC)
- Change & Innovation
- Library Services
- Connecting with QPS

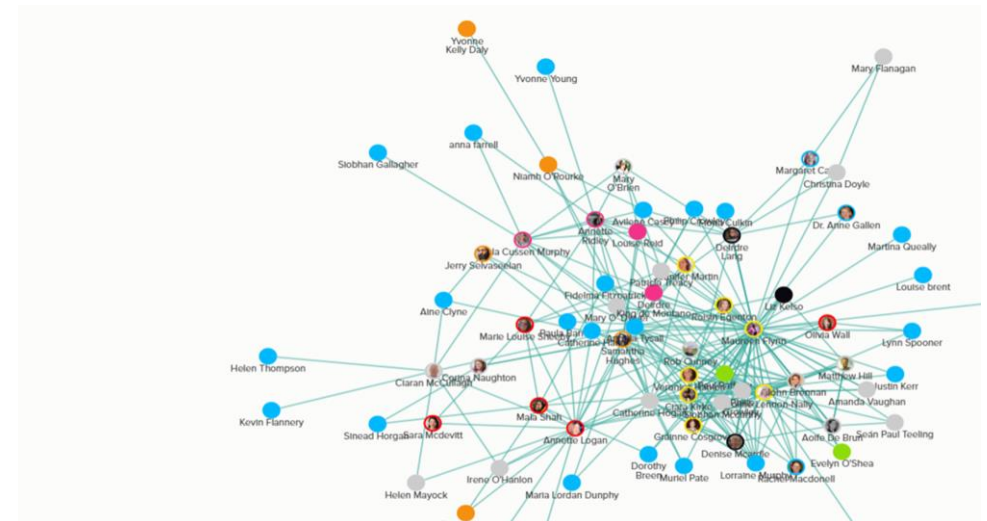


<https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html>

The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

- How to join the map?
 - Visit the HSE website (see link in the chat)
 - Get sent your unique link to the map
 - Enter information about you, your professional background
 - Log your connections
- How to use the map?
 - Filter the map by role, organisation, interests
 - View individual profiles
 - Connect and collaborate with others



Apply to become a member of



About

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. Q is delivered by the Health Foundation and supported and co-funded by partners across the UK and Ireland.



Q-Membership is not needed to join the Patient Safety Community, but we encourage anyone with an interest in quality and patient safety to explore all the supports freely available on the Q Community Website: <https://q.health.org.uk/join-q/>

For information on how to apply contact:
Mary.lawless@hse.ie / Roisin.Egenton@hse.ie



Patient Safety Together:
learning, sharing and improving



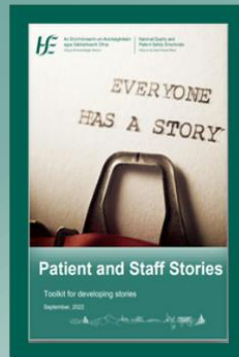
Website launched on 17th January

What is it?

- A new freely available online resource that shares patient safety learning & supports the HSE Patient Safety Strategy (2019- 2024)
- Enables users to access & download new and up-to-date QPS information.

Resources will include:

- HSE National Patient Safety Alerts
- Patient Safety Supplements
- Patient Safety Stories
- Resources for further learning including Patient Safety Digest and QPS Community



Upcoming Webinars: Dates for your diary

QPS TalkTime



A community of quality and patient safety improvers

QPS TalkTime No. 8

16th May 2023 | 1pm to 2pm



Tipperary University Hospital
Ospidéal na hOllscoile Thiobraid Árann
Teaching | Understanding | Healing

**Patient Safety together at
University Hospital Tipperary**

Scan me!





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Building an Irish Network of Quality improvers



@QPSTALKTIME

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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.

*Thank
you*

Contact: Kris.Kavanagh@hse.ie to be included on our mailing list to receive QPS TalkTime invitations