



QPS TALKTIME



A community of quality and patient safety improvers

21 June, 2022

Translating quality improvement into practice - step by step

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: 2734 214 3340#
- Please feel free to continue the discussion on Twitter: @DaggZara @MargaretCodd1 @mapflynn @johnfitzsimons9 @QPSTalktime @NationalQPS @HSCQI @theQCommunity
- 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 ...
- Invitation to respond to this question:

“What helped me when I had an idea for improvement is...”

Speakers today



Dr Patricia White is the End-of-Life Care Co-ordinator in Naas General Hospital.



Zara Dagg is the End-of-Life Care Co-ordinator in the Midland Regional Hospital Tullamore and the Midland Regional Hospital Portlaoise.



Mary Moroney is a staff nurse at Our Lady's Hospice and Care Services, Harold's Cross. In her previous role at Portiuncula University Hospital, Ballinasloe, Mary devised the keepsake pouch for returning precious items to bereaved families.



Dr Mary Browne is a Specialist in Public Health Medicine and the Clinical lead for the QPS Education team within NQPSD.



Margaret Codd is a facilitator with NQPSD and has particular interest in workplace culture, human factors and person-centred facilitation.

Facilitating the conversation



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



An Stiúrtóireacht um Ardchaighdeán
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National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

Translating quality improvement into practice – step by step



HSE & IHF – a long history of collaboration



<https://hospicefoundation.ie/healthcare/hfh-quality-improvement-awards-2020-apply-now/>



Naas General Hospital

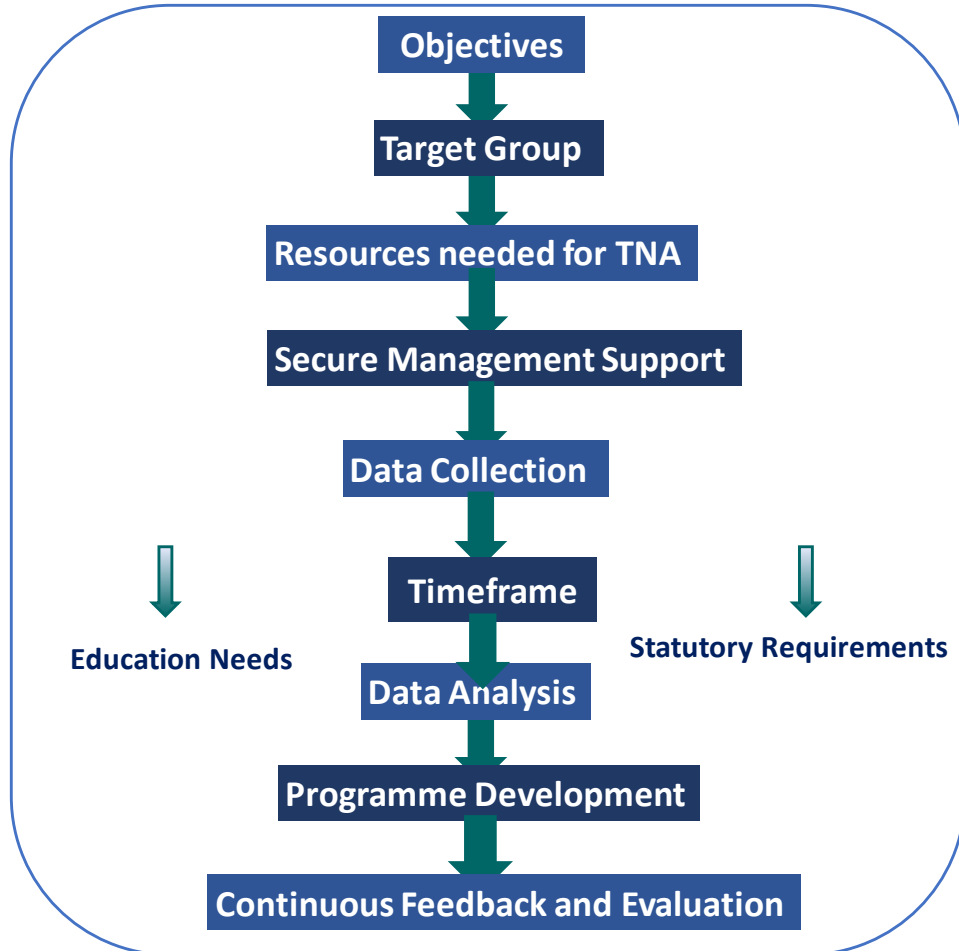
Bespoke EOLC Training and Appreciation for Health Care Assistants during the Pandemic

Zara Dagg
EOLC Coordinator
MRHT & MRHP



Dr Patricia White
EOLC Coordinator
NGH

Fyffe and Fleck's (1998) Modified Training Needs Analysis Framework



Support and Engagement

QI TEAM

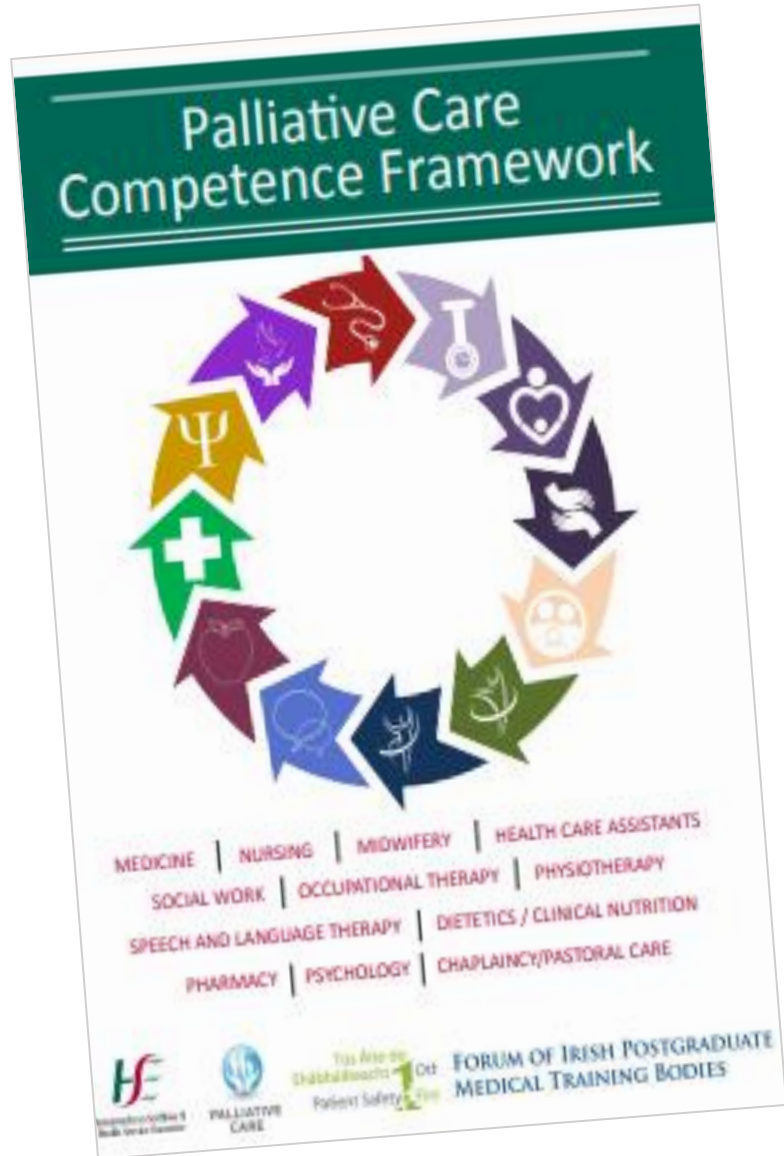
- Nurse Practice Development Coordinator
- Palliative Care CNS
- MSW
- HCA
- Senior Staff Nurse
- Pastoral Care
- Palliative Medicine Consultant
- ADON
- EOLC Coordinator

Approval & Support

- General Manager (Chair of EOLC Committee)
- Quality, Risk and Patient Safety Manager
- Operations Manager
- DON
- ADONs
- CNMs

5 Point Likert Scale Sample Questions

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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Open-Ended Sample Questions

- How can we support you in your role to be able to provide end-of-life care?
- What topics on end of life care would you like to receive more education and training in?
- What do we do well when it comes to care at the end-of-life?
- What aspects of end-of-life care do we need to improve?

Results of training needs analysis



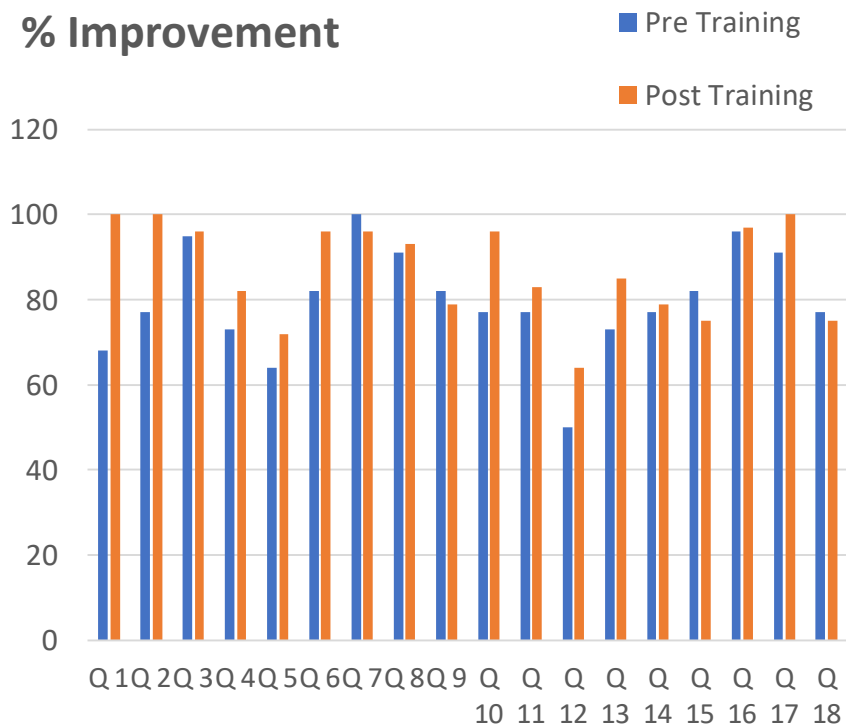
HCA's felt they...

- provided *"quality end of life care despite the challenges"*
- want to be *'more involved in end of life care'*
- want to *'feel part of the team'* and to *'be listened to by colleagues'*.
- The care they provided was *'to the best of their abilities'*, *'compassionate'* and *'understanding'*.
- Need information on how to self-care and care for colleagues during the pandemic



Feedback

% Improvement



I am glad I came to the course, I understand things I had doubts about relating to patients and families during end of life care. Thank you.

‘Absolutely brilliant- every speaker brought a new insight. Thank you’.

‘Excellent course, a lot of information & where to access more. Great that HCAs can have more of a role in EOL with the patient and their family’.



The keepsake pouch

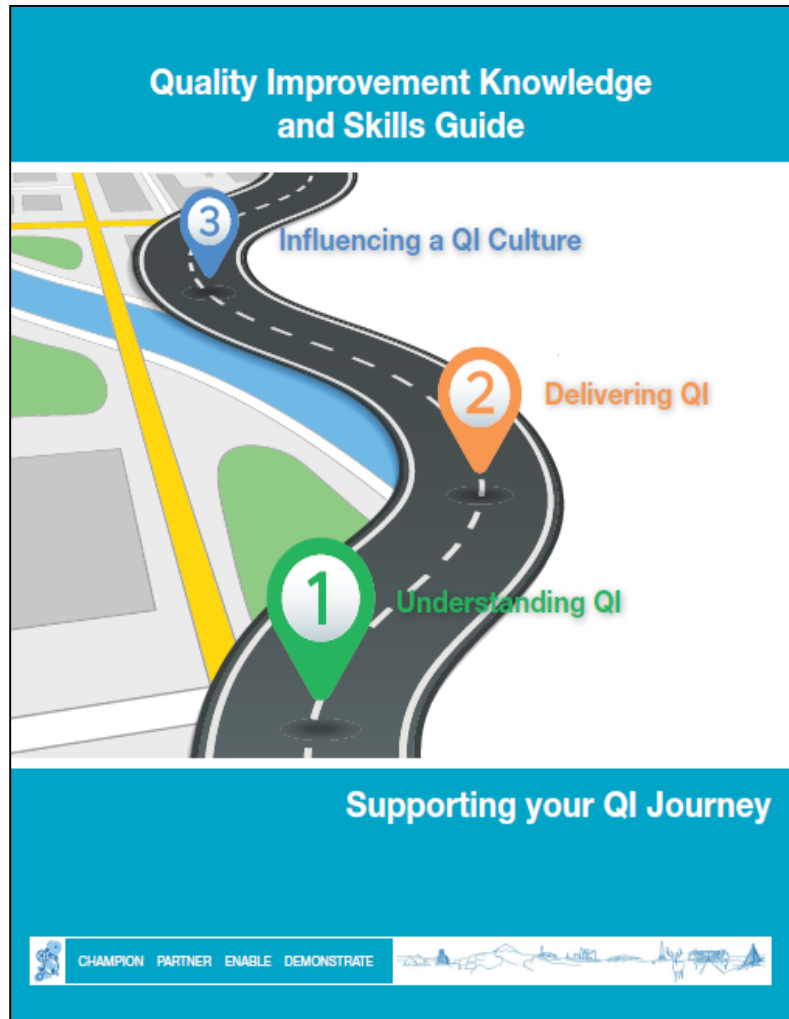
Little things can make a huge difference



Available from: NCD Medical Ltd; (01)8834299 info@prestigedirect.ie www.prestigedirect.ie



Assess Your Knowledge and Skills

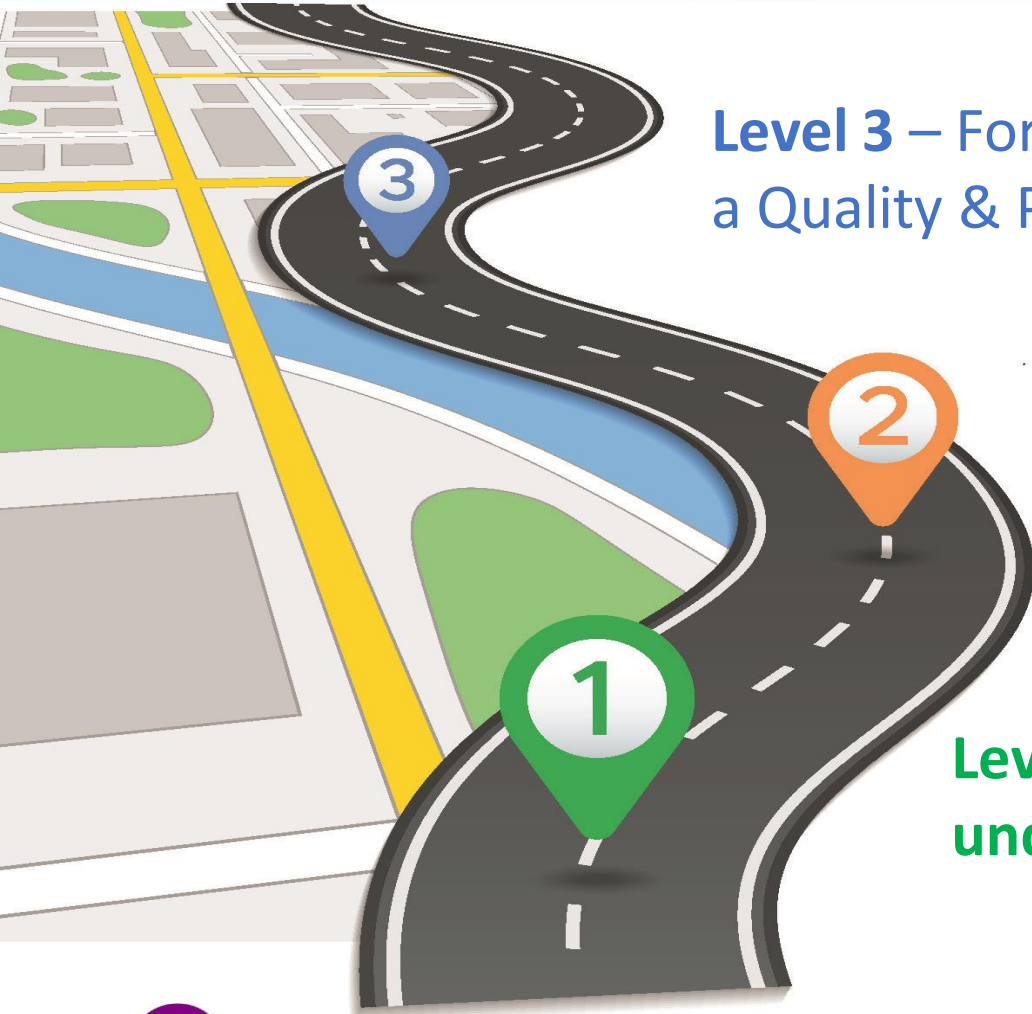


QI Knowledge and Skills Guide

Supporting assessment and developing of your personal development plan



QI Learning pathway



Level 3 – For individuals & teams responsible for **influencing** a Quality & Patient Safety culture

Level 2 – For teams involved in **delivering** on Quality & Patient Safety

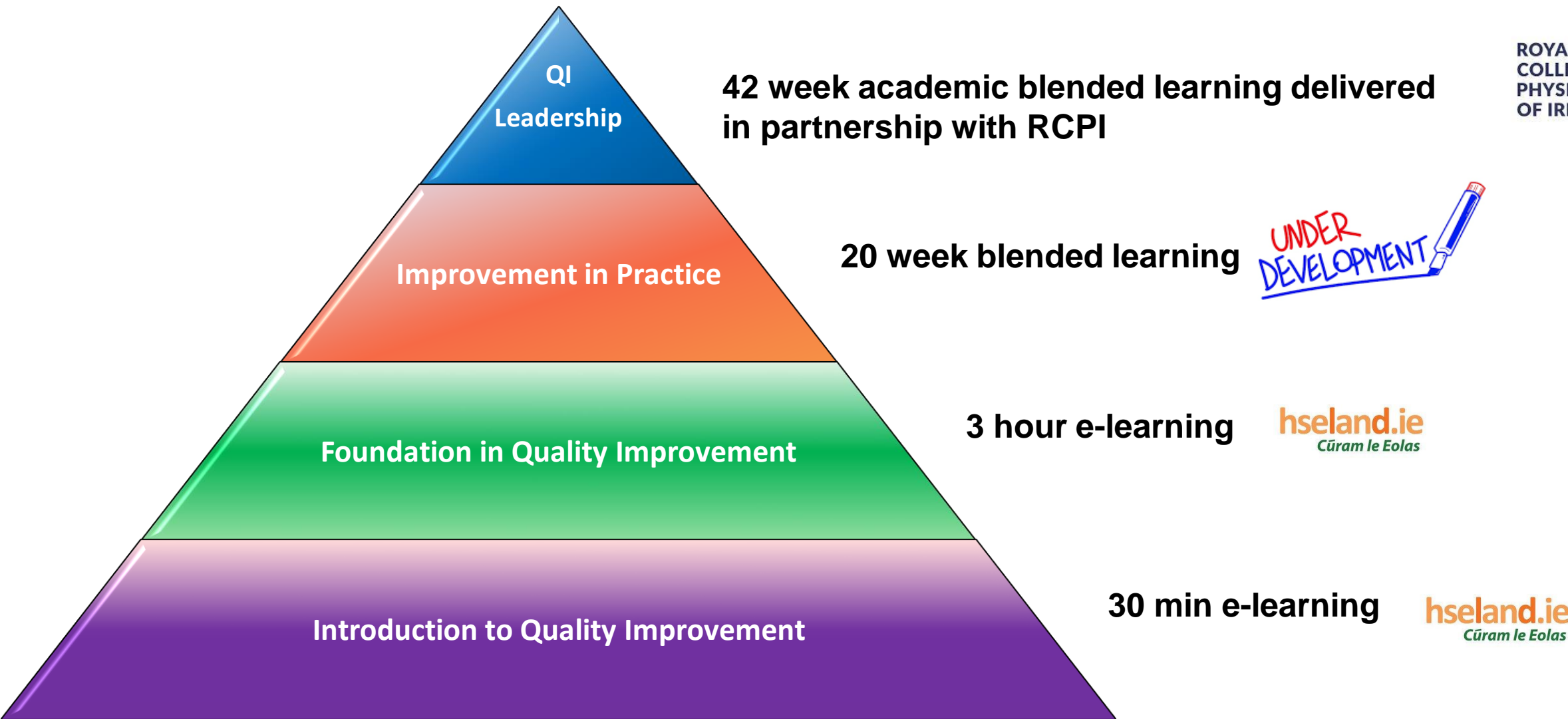
Level 1 – For everyone who want to develop an **understanding** of Quality & Patient Safety



Introductory Level – Introduces everyone to Quality & Patient Safety



QI Programmes of Learning



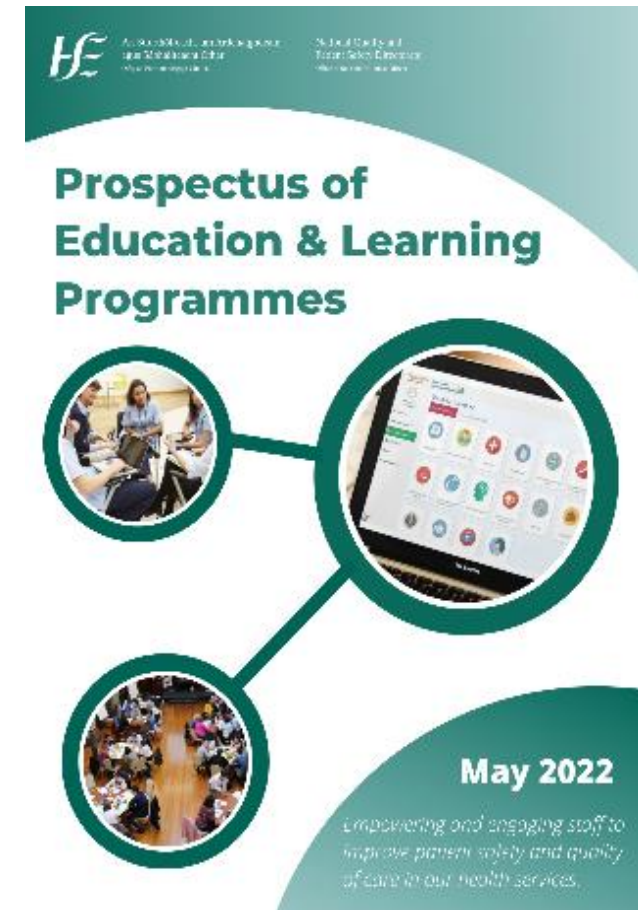


Prospectus of Education & Learning Programmes

Includes information about our learning programmes and networking opportunities covering topics such as;

- Incident Management
- Open Disclosure
- Quality & Patient Safety Improvement
- Clinical Audit
- Human Factors
- Swartz Rounds
- QPS Connections and Networking Opportunities

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





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

Website - www.hse.ie/eng/about/who/nqpsd/

Email - nqps@hse.ie

Twitter - @National QPS





HEARING YOUR THOUGHTS AND COMMENTS

Applications open | Apply by 24 June 2022



HSE An Stúirthóireacht um Ardchaighdeán agus Sábháilteacht Othar
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National Quality and Patient Safety Directorate
Office of the Chief Clinical Officer

ROYAL COLLEGE OF PHYSICIANS OF IRELAND

Postgraduate Certificate in Quality Improvement Leadership in Healthcare

- One year RCPI programme fully funded for HSE employees by the HSE National Quality & Patient Safety Directorate (NQPSD)
- Blended learning programme commencing September 2022

**Apply at www.rcpi.ie
Submit by 24 June 2022!**



HOW TO APPLY

- Form your multidisciplinary team of three people!
- Generate project idea focused on addressing common causes of harm outlined in the *Patient Safety Strategy 2019-2024*. (Applications are particularly welcome from teams seeking to make patient safety improvements in the areas of mental health and medications safety).
- Discuss with your senior manager and seek executive endorsement.
- Start your application online! (You can save your progress but remember to submit by 5pm, Friday, 24th June!)

A team- and project-based learning programme

Use this link to read more about the programme and how to apply :

<https://courses.rcpi.ie/product?catalog=Postgraduate-Certificate-in-Quality-Improvement-Leadership-in-Healthcare>

Handbook of Patient Safety:

A pragmatic, simple approach to Safety

Edited by Peter Lachman, Jane Runnacles, Anita Jayadev, John Brennan, and John Fitzsimons

- Explains patient safety theory in simple terms to help clinicians practice safely
- Provides day-to-day practical approaches to improve care
- Provides summaries with key take home points
- Written by clinical specialists with international expertise in patient safety issues
- Content applies patient safety theory to clinical practice with real world examples
- Reflects the WHO Patient Safety Curriculum



To purchase: <https://global.oup.com/academic/product/oxford-professional-practice-handbook-of-patient-safety-9780192846877?cc=ie&lang=en>

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
28 June 2022	Coming Soon... Patient Safety learning sharing and improving together platform	Lorraine Schwanberg and Catherine Hogan, National Quality Patient Safety Directorate, QPS Incident Management Team and guests

Follow us on Twitter  @QPSTalktime

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: Noemi.Palacios@hse.ie to be included on our mailing list to receive QPS Talktime invitations



*Thank
you*