



# Flourishing in Person-centredness and Quality Improvement

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# Confusing terminology!



# HSE quality improvement aims to

partner to achieve measurable and sustainable improvements in quality

proactively enable a culture of person-centredness that continually improve quality of care, practice and experience

promote learning and development through connectivity, research and continual evaluation of improvement

HSE QI

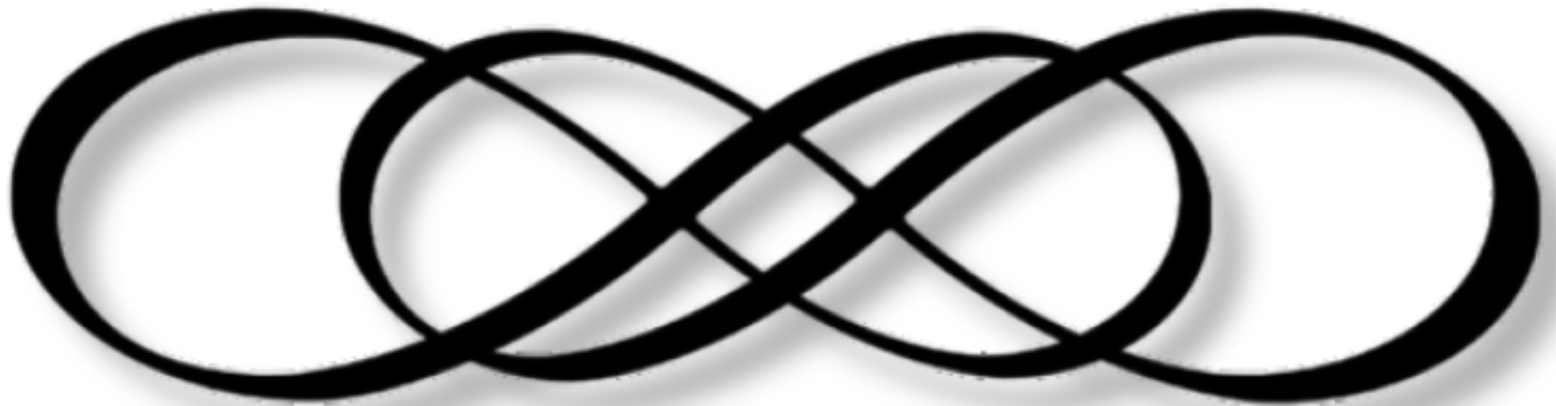
# HSE position on person-centredness

- Applies to every person whether they provide or use services
- Applies to every setting whether direct care, practice or corporate
- Becomes a way of being that enables everyone to flourish and be their whole selves in and out of work
- Experienced by all staff everyday within a supportive culture

HSE National Person-centred Culture Programme



# Balance of QI methodology with transformational methodology

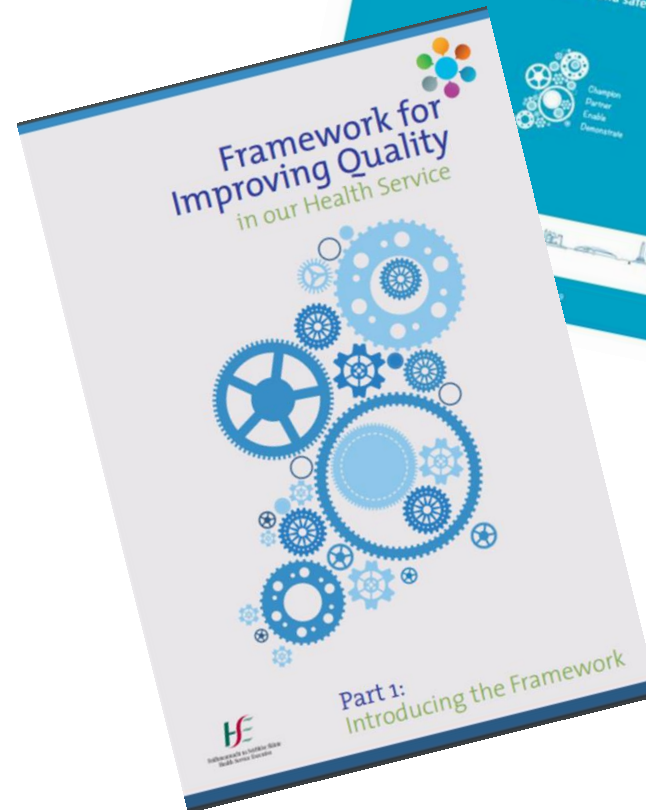
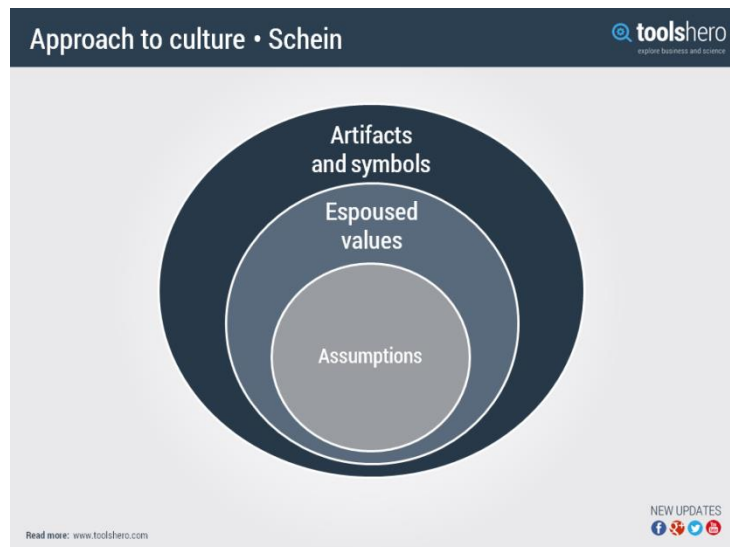




# We worked together using the following



McCormack and McCance 2017



# Framework for improving quality

<https://www.hse.ie/eng/about/who/qid/aboutqid/>



# To flourish we need to

- Be challenged
- Be connected
- Have autonomy
- Be ourselves

(Gaffney 2010)

We added the following

- Work with loving kindness  
to balance judgement with mercy





# Thank you

