



An Stiúrthóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

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

Prospectus of Education & Learning Programmes



May 2022

*Empowering and engaging staff to
improve patient safety and quality
of care in our health services.*

Forward

The National Quality and Patient Safety Directorate (NQPSD) works in partnership with HSE operations, patient representatives and other internal and external partners to improve patient safety and the quality of care by: building quality and patient safety capacity and capability in practice; using data to inform improvements; developing and monitoring the incident management framework and open disclosure policy and guidance; providing a platform for sharing and learning; reducing common causes of harm and enabling safe systems of care and sustainable improvements.

In line with the Patient Safety Strategy 2019-2024, the Directorate delivers on its purpose through the following teams:

- **Patient Safety Programme:** Oversee and monitor the implementation of the HSE Patient Safety Strategy
- **QPS Improvement:** Use of improvement methodologies to address common causes of harm
- **QPS Intelligence:** Using data to inform improvements in quality and patient safety
- **QPS Incident Management:** Incident Management Framework, Open Disclosure Policy and Programme, & National Incident Management System
- **QPS Education:** Enabling QPS capacity and capability in practice
- **QPS Connect:** Communicating, sharing learning, making connections
- Establishment and operation of the National Center for Clinical Audit



A key commitment of the Patient Safety Strategy is to empower and engage staff to improve patient safety. We aim to honour this commitment by supporting a culture of continual learning by collaboratively building QPS knowledge, skills and abilities across health services through education programmes, resources and learning opportunities.

As the National Clinical Director for Quality and Patient Safety, I am delighted to present the first annual National Quality and Patient Safety Directorate Prospectus of education and learning resources and we look forward to welcoming you onto our programmes in 2022.

Dr Orla Healy,
National Clinical Director,
Quality and Patient Safety

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The purpose of Quality & Patient Safety Improvement education and learning is to build capacity and capability in the use of Improvement methodologies, tools and practices in order to address common causes of harm as outlined in the Patient Safety Strategy and to promote a culture of continual improvement and learning across our health services.





Introduction to Quality Improvement

Aim/Context	This programme will introduce you to the core concepts of quality improvement in healthcare and will help you think about how you can play an active role in improving quality in line with the Framework for Improving Quality.
Learning Outcomes	<p>Upon completing this programme you will be able to</p> <ul style="list-style-type: none"> • Explain what quality and quality improvement means in line with healthcare standards. • Describe how staff and people who use our services can get involved in quality improvement through the application of the Framework for Improving Quality. • Identify how you can play a role in improving the quality of your service or area of work.
Core Content	<p>What is Quality Improvement?</p> <p>How staff and anyone who uses our health services can get involved in improvement work.</p> <p>How improvement can be supported by the application of the Framework for Improving Quality.</p> <p>Testimonials from a staff member and patient who are involved in quality improvement.</p> <p>Signposting of where to get support to continue your QI learning journey.</p>
Duration	30 mins
Delivery Method	This programme is delivered by e-learning and is hosted on the HSeLanD.
CPD Eligibility	<p>Awarded .5 CEU NMBI</p> <p>Awarded 1 CPD external RCPI</p> <p>CORU applicants can apply for credits through the CPD process.</p>
Who should apply?	Anyone working in health and social care services including service user and patient representatives who are interested in learning about quality improvement.
How to enrol	<p>Login to HSeLanD. Search for 'quality improvement' in the course catalogue.</p> <p style="text-align: right;">hseland.ie Cúram le Eolas</p>



Foundation in Quality Improvement

Aim/Context	This Foundation in Quality Improvement will help you to develop an understanding and of the fundamentals of quality improvement in healthcare and will guide you in identifying the knowledge and skills you need to further your learning.
Learning Outcomes	<p>Upon completing this programme you will be able to</p> <ul style="list-style-type: none"> • Describe what Quality Improvement is and how it can be applied to healthcare. • Discuss the importance of everyone taking responsibility to engage others in improvement. • Describe how we partner with people who use services. • Define what staff engagement is and how our actions can impact others. • Identify a variety of tools used to improve quality. • Describe the importance of measurement and data to support improvement. • Identify the structures, processes, oversight and accountability that enable improvement work.
Core Content	<p>The evolution of Quality Improvement in healthcare.</p> <p>Leadership for improvement</p> <p>Person and family engagement</p> <p>Staff engagement</p> <p>Use of improvement methods</p> <p>Measurement for improvement</p> <p>Governance for improvement</p>
Duration	<p>3 hours self-directed learning.</p> <p><i>(5 hours of optional extended learning resources available)</i></p>
Delivery Method	This programme is delivered by e-learning and is hosted on the HSeLanD.
CPD Eligibility	<p>Awarded 8 CEU NMBI</p> <p>Awarded 3 CPD external RCPI</p> <p>CORU applicants can apply for credits through the CPD process.</p>
Who should apply?	Anyone working in health and social care services including service user and patient representatives who are interested further developing their learning about quality improvement.
How to enrol	<p>Login to HSeLanD. Search for 'foundation in quality improvement' in the course catalogue.</p> <p style="text-align: right;">hseland.ie Cúram le Eolas</p>

Improvement in Practice



Aim/Context	This Improvement in Practice programme aims to develop the Quality Improvement knowledge and skills of those actively involved in delivering quality improvements as part of a team. It builds on the learning attained from the completion of the Foundation in Quality Improvement programme.
Learning Outcomes	<p>Upon completing this programme you will be able to</p> <ul style="list-style-type: none"> • Take responsibility for creating the conditions that enables their team to engage in improvement. • Identify ways to actively partner with people who use their service in the design, planning, delivery and evaluation of the service. • Actively work with key stakeholders who help deliver the service to engage them in improvement. • Apply improvement methods and tools to deliver and sustain quality Improvement. • Undertake the analysis and presentation of data to support quality improvement and to demonstrate when a change has resulted in an improvement. • Use the appropriate structures, processes, standards, oversight and accountability in their area to deliver and sustain quality improvement.
Core Content	<p>Getting Started with your QI project Bringing the right people together Understanding the problem Developing a project aim Identifying the measures Testing the ideas for change Keeping it going by sustaining and spreading the improvement</p>
Duration	<p>Flexible duration models will be decided at local level. (Each of the seven modules can be delivered per week or per month)</p>
Delivery Method	This programme is delivered using a blended approach of facilitated learning sessions and self-directed learning. Participants will be expected to undertake a team QI project as part of the programme.
CPD Eligibility	CPD accreditation pending
Who should apply?	All those working in health and social care services including service user and patient representatives who are involved in delivering quality improvements in their areas as part of a team.
How to enrol	Nominations for participation will be accepted from teams of 2-3 people who have an identified sponsor and the support of their local Quality and Patient Safety Lead. This support will be verified as part of the programme registration process. Contact QPS.Education@hse.ie for an information pack.

Certificate in Quality Improvement Leadership in Healthcare

(A partnership between the HSE and RCPI)



Aim/Context	<p>The Postgraduate Certificate in Quality Improvement Leadership in Healthcare (Pg Cert in QILH) is a joint RCPI/HSE programme that is fully funded for HSE employees.</p> <p>This is a team- and project-based learning programme, designed to provide learners with knowledge and skills in aspects of quality improvement, implementation science, patient safety and enhanced leadership capacity.</p> <p>Programme learners apply as a team of three members who commit to engaging in a workplace improvement project.</p> <p>This programme aims to provide a transformative experience in terms of personal growth and leadership development. Teams are supported by expert faculty to analyse the systems in which they work and to evaluate, integrate and implement theories and methods of quality improvement.</p>
Learning Outcomes	<p>Upon completion of this programme you will be able to;</p> <ul style="list-style-type: none"> • Critique the components of effective leadership for quality improvement in their own clinical practice • Apply improvement methodologies and tools to a quality improvement project • Implement a systems approach to quality in healthcare, including/covering/exploring the domains of safety, effectiveness, timeliness, person centeredness, efficiency, and equity • Reflect on the theories of patient safety and evaluate opportunities for improvement or implementation within their clinical practice • Reflect on the concepts and models of person-centred care and consider how patient and family engagement can be a driver for quality in their clinical practice • Generate a project report and evaluate the use of improvement science methods, including measurement tools, to influence and support implementation
Core Content	<p>Delivered over two modules and focused on the achievement of learning outcomes across 2 threads: leadership and improvement science. Using interactive lectures, pre-recorded presentations, online discussions, breakout groups, small group team-project coaching and facilitated activities delivered using blended learning methods.</p>
Duration	<p>The programme is delivered over 42 weeks and includes approximately 7 full-day face-face sessions held in the RCPI, No. 6 Kildare Street, Dublin; 5 full-day virtual classroom sessions; and a series of virtual team calls. Induction takes place virtually approximately 4 weeks before the first learning day.</p> <p>Module 1 and 2 are delivered over 10 months, typically September or October through to June with the final project report due approximately 8 weeks after the final learning day.</p> <p>Learners must attend 100% of the sessions to complete this programme.</p>
Delivery Method	<p>This programme is delivered using blended learning, which is a flexible way of completing the course that combines online educational materials and opportunities for interaction online with traditional place-based classroom methods and virtual classroom sessions.</p>

CPD Eligibility	This programme will entitle you to 72 CPD credits and is accredited through Quality Qualifications Ireland (QQI) as a level 9, 30 ECTS, Professional Certificate Programme on the National Framework for Qualifications. Learners who successfully complete the programme will receive a Postgraduate Certificate in Quality Improvement Leadership in Healthcare from RCPI.
Who should apply?	The programme is aimed at healthcare professionals employed in the health service and social care services. Learners apply as a team of three, all of whom must be working together in a hospital or community based clinical team or setting. Each team of three will include at least one consultant or equivalent senior health and social care professional.
How to enrol	For further information please see the RCPI Website or contact qualityimprovement@rcpi.ie

INCIDENT MANAGEMENT & OPEN DISCLOSURE



The purpose of Incident Management (IM) & Open Disclosure (OD) education and learning is to support the implementation of effective, person centred incident management & Open Disclosure frameworks/policies, processes and procedures so as to support and enhance patient safety in a positive, transparent learning culture.



Serious Incident Management Team [SIMT]

Aim/Context	<p>The SIMT is an important part of the governance arrangements for the management of Category 1 incidents.</p> <p>The aim of this programme is to provide managers with knowledge and understanding of the role of the SIMT so as to support them to carry out their role in incident management effectively as part of a SIMT</p>
Learning Outcomes	<p>Upon completion of this programme managers will understand the role of the SIMT in the management of Category 1 incidents and their role and responsibilities as a member of a SIMT including how to:</p> <ul style="list-style-type: none"> • Manage Category 1 incidents appropriately • Identify and instigate the appropriate level of review of an incident • Commission/Set up an Incident Review Team • Apply the process for Quality Assurance and sign of final review reports • Apply learning from the management and review of safety incidents
Core Content	<p>Membership of the SIMT Role and responsibilities of the SIMT Making decisions at the SIMT Meeting The SIMT and commissioning a review The Role of the SIMT in Quality Assurance and acceptance of final draft review reports The application of Fair Procedures as part of the management of Category 1 and relevant other incidents, for example SREs The application of Just Culture in incident management</p>
Duration	½ Day
Delivery Method	<p>This programme will be delivered using a blended learning approach which includes an element of self-directed learning as well as a 3 hour virtual classroom hosted on MS Teams.</p> <p>There will be the opportunity in the future to deliver this programme face to face</p>
CPD Eligibility	CPD accreditation pending
Who should apply?	CHO Chief Officers, Hospital Group CEOs, Head of Discipline, Head of Departments.
How to enrol	<p>Enrolment to the course will be through expression of interest on HSeLanD.</p> <p>Register on HSeLanD and search the Course Catalogue for "SIMT".</p> <p style="text-align: right;">hseLand.ie Cúram le Eolas</p>

System Analysis Review

Aim	This aim of this training programme is to provide trainees with the knowledge and skills to conduct a systems based review of a patient safety incident.
Learning Outcomes	<p>Following completion of this training programme trainees will be enabled to:</p> <ul style="list-style-type: none"> • Understand and apply the systems based approach to the review of patient safety incidents • Understand and address human error and systems based failures as part of an incident review • Recommend effective safety interventions and their implementation • Ensure that those involved in a patient safety incident review are treated fairly
Core Content	<p>A step by step guide to conducting a systems analysis review:</p> <p>Organising the review and gathering the information Meeting with Service Users/Staff Developing the chronology of events Conducting the analysis Identifying findings Making recommendations Developing and finalising the review report</p> <p>The Programme will also consider the application of Just Culture as part of the review process as well as the role of Human Factors in patient safety incidents</p>
Duration	2 Days
Delivery Method	This programme will be delivered using blended learning, which is a flexible way of completing the course that combines online educational materials and opportunities for interaction online with virtual classroom sessions as well as the option to complete the programme via a traditional place-based classroom method.
CPD Eligibility	CPD accreditation pending
Who should apply?	Staff who may be required to undertake or quality assess a systems analysis review of a patient safety incident
How to enrol	Contact qrs.tullamore@hse.ie

Module 1 Communicating Effectively through Open Disclosure

Aim/Context	<p>This course aims to;</p> <ul style="list-style-type: none"> -Support staff to communicate with patients/service users in an open, honest, empathic and compassionate way following patient safety incidents using the 10 principles of open disclosure. -Promote a change in culture throughout the organisation in relation to open disclosure.
Learning Outcomes	<p>Upon completion of this programme you will be able to;</p> <ul style="list-style-type: none"> • Understand the meaning of open disclosure and how it applies to professionalism, ethical obligations and standards. • Explain why open disclosure is important and how it benefits patients, staff and organisations. • Relate how open disclosure contributes to patient safety and quality improvement. • Participate in an open disclosure discussion using the MPS ASSIST model of communication using a case scenario approach and ensuring that all those affected by patient safety incidents are provided with the support they need. • Access further information and resources on open disclosure and current legislation.
Core Content	<p>This module provides a general overview of open disclosure including the 10 principles of open disclosure, why open disclosure is important, the MPS ASSIST communication tool to support and guide the communication process, the importance of support for all those involved in patient safety incidents and practical advice on how to manage open disclosure using a case scenario approach. Using educational resources and facilities, videos, case histories, communication tools, questions, animation, signposting to additional information and resources.</p>
Duration	<p>40 minutes (Extends to approximately 2 hours with completion of optional extended learning, access to additional reading and resources throughout the module.)</p>
Delivery Method	<p>This programme is delivered by e-learning and is hosted on HSeLanD.</p>
CPD Eligibility	<p>Awarded 2 CEU by NMBI. Awarded 2 external CPD points by RCPI. CORU applicants can apply for credits through the CPD process.</p>
Who should apply?	<p>This module is mandatory for staff working in all HSE and HSE funded services with refresher training required every 3 years</p>
How to enrol	<p>Register on HSeLanD and search the Course Catalogue for "Open Disclosure".</p> <p style="text-align: right;">hseland.ie Cúram le Eolas</p>

Module 2 Open Disclosure - Applying Principles to Practice

Aim/Context	The aim of this module is to prepare staff for the management of a formal open disclosure meeting, including managing some of the complexities that may arise.
Learning Outcomes	<p>Upon completion of this programme you will be able to;</p> <ul style="list-style-type: none"> • Have an understanding of the key communication skills involved in undertaking an Open Disclosure discussion in a manner that is empathic and compassionate and that meets the needs of patients and their families. • Be aware of the key components involved in managing the initial discussion with the patient or relevant person following the patient safety incident. • Know how to prepare for, manage and follow up on a formal Open Disclosure meeting. • Be guided in managing some of the complexities that may arise during Open Disclosure Meetings. • Recognise the need for support when health and social care staff are involved in a patient safety incident, in an immediate and on-going capacity. Know what resources are available for staff. • Access further information and resources on open disclosure and current legislation.
Core Content	<p>Prior to completing Module 2 it is important that the participant completes Module 1 first as it provides the theory that underpins the practical components in Module 2.</p> <p>Module 2, which focuses on the learning from a number of case scenarios across a variety of services (Acute and Community), will be particularly helpful for staff who are preparing for a formal open disclosure meeting. The videos within the module demonstrate how the ASSIST Model of Communication can be used to guide the open disclosure process.</p>
Duration	45 minutes self-directed learning. (<i>This module extends to approximately 3 hours with completion of extended learning, access to additional resources and tools throughout the module and completion of the reflective exercise which is voluntary</i>).
Delivery Method	This programme is delivered by e-learning and is hosted on HSeLanD.
CPD Eligibility	<p>Awarded 3 external CPD points by the RCPI</p> <p>Awarded 3 CEU's by NMBI</p> <p>CORU applicants can apply for credits through the CPD process.</p>
Who should apply?	For all staff who may be involved in formal open disclosure meetings particularly doctors, managers, QPS staff and patient liaison staff.
How to enrol	<p>Register on HSeLanD and search the Course Catalogue for "Open Disclosure".</p> <p style="text-align: right;">hseland.ie Cúram le Eolas</p>

Open Disclosure Face to Face Skills Training

Aim	<p>The face-to-face skills workshop aims to equip staff who are involved in the open disclosure process with the skills required to engage in effective and meaningful open disclosure.</p> <p>The programme aims to build the capacity of healthcare staff to prepare for and manage open disclosure meetings with patients/service users and their relevant person following a patient safety incident. It specifically aims to equip staff with the skills to communicate well with affected persons. This workshop builds on the learning after completing the Open Disclosure e-learning Modules 1 and 2.</p>
Learning Outcomes	<p>Upon completion of this programme you will;</p> <ul style="list-style-type: none"> • Be more knowledgeable about the National Open Disclosure programme including relevant legislation and resources. • Recognise the impact of communication and the importance of being empathic, person centred and be more aware of your own communication style. • Have an opportunity to practice the key skills required to effectively manage an open disclosure meeting to get the best outcome for the patient/ relevant person and staff involved. • Be more confident in managing the open disclosure process and associated challenges as part of a team. • Be aware of the patient perspective, the support needed and supports available for them. • Recognise the importance of team dynamics, support for each other and your own support needs throughout the open disclosure process.
Core Content	<p>HSE Policy Principles of Open Disclosure Legislation: <i>The pending Patient Safety Bill makes provision for mandatory open disclosure of a number of Notifiable Patient Safety incidents.</i> <u>Role Plays:</u></p> <ul style="list-style-type: none"> • <i>Low Level Open Disclosure using the ASSIST Model of Communication</i> • <i>Managing Emotions of all those affected by Patient Safety Incidents</i> • <i>Preparing for and managing the formal open disclosure meeting</i> <p>Staff Support/Patient Support/ Role of the Designated Person Documentation of Open Disclosure Discussions.</p>
Duration	3 hours
Delivery Method	Delivered by local open disclosure qualified trainers using a mixed style of learning approach which includes facilitated discussion, case studies, role plays, and video. Role play scenarios will be based on patient safety incidents and are prepared in conjunction with the local service.

CPD Eligibility	<p>Awarded 3 CEUs by NMBI.</p> <p>Awarded 3 External CPD by RCPI available on application by trainer.</p> <p>CORU applicants can apply for credits through the CPD process.</p>
Who should apply?	<p>All Staff involved in Open Disclosure Meetings.</p> <p>Patient Representatives may also attend.</p>
How to enrol	<p>For National Training contact the National Open Disclosure Office at opendisclosure.office@hse.ie in consultation with the Site / Group Lead for Open Disclosure in your service.</p> <p>For local service training contact the Open Disclosure Lead in your service. Open Disclosure Lead's name and contact details are available on the open disclosure website https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/open-disclosure-leads.html</p>



**NATIONAL
OPEN DISCLOSURE
PROGRAMME**

Open Disclosure Train-the-Trainer Programme

Aim/Context	<p>Aim - The aim of the Open Disclosure Train the Trainer programme is to provide attendees with the appropriate skills to deliver open disclosure training and support to the relevant staff in their service.</p> <p>Context - Open disclosure describes the way staff communicate with patients who have experienced harm during health care. This harm may have occurred due to errors or failures in the delivery of health care or it may be harm associated with the recognised side effects/risks/complications of a treatment or procedure or as a result of their condition or worsening of their condition despite the best treatment and care.</p> <p>Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.</p>
Learning Outcomes	<p>Upon completion of this programme you will be able to ;</p> <p>Deliver the open disclosure Face to Face Skills Training programme</p> <p>In doing so you will be able to:</p> <ul style="list-style-type: none"> • Provide the background to the National Open Disclosure Programme. • Give a summary of the Open Disclosure Policy and an overview of the implementation strategy. • Explain the ASSIST Model of communication and the Principles of Open Disclosure. • Discuss the perspectives of the patient, family and staff when something goes wrong and the benefits of engaging in open disclosure for all those involved. • Discuss the communication skills involved in managing the emotions of all those affected by patient safety incidents and in managing the open disclosure discussion effectively. • Explore the supports required by and available for patients, their families and staff following patient safety incidents. <p>Provide an overview of current and pending open disclosure legislation and the Scally recommendations pertaining to open disclosure.</p>
Core Content	<p>Day 1 / Part 1 (Virtual)</p> <p>Overview, background and implementation of programme.</p> <p>Drivers of Open Disclosure.</p> <p>Open Disclosure Policy.</p> <p>ASSIST Model.</p> <p>Principles of Open Disclosure.</p> <p>Patient perspective.</p> <p>Staff perspective.</p> <p>Open Disclosure Legislation.</p> <p>Recommendations made by Dr Gabriel Scally in his report "Scoping Inquiry into the CervicalCheck Screening Programme (2018).</p> <p>Day 2 / Part 2 (Face to Face Workshop)</p> <p>Open Disclosure process.</p> <p>Preparation for delivery of Open Disclosure workshop.</p> <p>Role of Trainer and Training resources.</p> <p>Opportunity to deliver Open Disclosure Skills workshop.</p>


Duration	<p>Day 1: 3 x hours virtual</p> <p>Day 2: 7 x hours Face to Face Skills Workshop</p>
Delivery Method	<p>The delivery of this programme will be in two parts:</p> <p>Part One will be delivered virtually covering key areas relevant to the open disclosure programme.</p> <p>Part Two will focus on the open disclosure process, the role of the trainer and the delivery of the skills workshop and will be delivered face to face.</p> <p>Mixed styles of learning are used in the programme – discussion, case studies, role play and videos. A facilitated workshop style is used, incorporating continuous quality improvement and reflective learning ethos. Standardised training programme developed by National Open Disclosure Programme is used.</p> <p>Delivered by two Open Disclosure Trainers, at least one of whom will be from the National Open Disclosure Office.</p>
CPD Eligibility	<p>11 CEUs by NMBI available on completion of one and half day programme.</p> <p>9 external CPD by RCPI available on completion of one and half day programme</p> <p>CORU applicants can apply for credits via CPD process</p>
Who should apply?	<p>Staff who have been nominated by senior management/group lead that are committed to and have dedicated time agreed with their relevant line manager to attend this training and deliver the training programme in their service area or organisation.</p> <p>Note: a minimum of four x ½ days per year are required to maintain competency as a trainer. Staff attending may have experience of complaints management, risk management, quality improvement, participating in family meetings or may be fulfilling the role of the Designated Person.</p>
How to enrol	<p>Contact the National Open Disclosure office at opendisclosure.office@hse.ie in consultation with the Site / Group Lead for Open Disclosure in your service.</p> <p>For local service training contact Open Disclosure Lead in your service. Open Disclosure Lead's name and contact details are available on the open disclosure website https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/open-disclosure-leads.html</p>

Open Disclosure Webinar Programme

Aim/Context	The aim of the Open Disclosure Webinar Programme is to provide updates and information on open disclosure related topics; to maintain communication with Open Disclosure leads, trainers and staff working across HSE and HSE funded services and to keep the open disclosure message strong in the system.
Learning Outcomes	Each webinar topic provides its own learning objectives and outcomes, with the overall aim to promote open disclosure, encourage a culture of open disclosure with health and social care services and to enhance knowledge on open disclosure and open disclosure related topics.
Core Content	Agreed in conjunction with the relevant stakeholder / service who is involved in delivering the webinar topic. All webinar attendees are invited to make suggestions on future webinar topics, which are assessed and followed up by the National Open Disclosure Team.
Duration	1.5 hours per webinar
Delivery Method	Webinars will be delivered monthly via Cisco Webex.
CPD Eligibility	1.5 CEUs NMBI available* 2 external CPD RCPI available* <i>*only for those who attend the live webinar</i>
Who should apply?	All staff are welcome to attend.
How to enrol	An email invitation will be sent to all Open Disclosure Leads, Trainers and all services with registration details for the webinar. Any queries about attending the webinar can be directed to OpenDisclosure.Office@hse.ie .


National Incident Management System (NIMS) Module 1

Training for Incident Entry

Aim/Context	<p>NIMS is a confidential highly secure web based system. It is an end to end risk management tool that allows HSE and HSE funded services to manage incidents throughout the incident lifecycle and identify emerging trends whilst also fulfilling the legal requirement to report incidents to the State Claims Agency.</p> <p>This training module provides a step by step guide to entering incidents on the National Incident Management System (NIMS).</p>
Learning Outcomes	<p>Upon completion of this programme, you will have an understanding of the basic functionality of the National Incident Management System. You will be able to login and navigate through the system.</p>
Core Content	<p>Core Modules What is NIMS? How to Login to NIMS? NIMS Modules and Navigation. Service User/Patient incident.</p> <p>Optional Modules Staff member incident. Member of the public incident. Property incident. Dangerous Occurrence incident. Complaint incident. Dashboard Charts.</p>
Duration	1 Hour
Delivery Method	This programme is delivered by e-learning and is hosted on HSeLanD.
CPD Eligibility	N/A
Who should apply?	All types of NIMS Users and those requesting access to NIMS
How to enrol	<p>Login to HSeLanD and search the course catalogue for "NIMS" then select "NIMS Training for Incident Entry".</p> <p style="text-align: right;"> Cúram le Eolas</p>


National Incident Management System (NIMS) Module 2

Entering Incident Reviews

Aim/Context	<p>NIMS is a confidential highly secure web based system. It is an end to end risk management tool that allows HSE and HSE funded services to manage incidents throughout the incident lifecycle and identify emerging trends whilst also fulfilling the legal requirement to report incidents to the State Claims Agency.</p> <p>This e-learning programme provides guidance to QPS and administration staff in entering incident review details into the National Incident Management System (NIMS).</p>
Learning Outcomes	<p>Upon completion of this programme, you will be able to</p> <ul style="list-style-type: none"> • Understand the review requirements of different categories of incidents • Recognise the components of the Incident Management Process • Understand which forms contain the information necessary to update incident review details • Enter preliminary assessment and review progress details in NIMS
Core Content	<p>This e-learning programme provides guidance on entering incident review details into the National Incident Management System (NIMS). There are 2 topics covered on the course:</p> <ol style="list-style-type: none"> 1) About Incident Review 2) Entering Incident Review Details on NIMS
Duration	30 minutes.
Delivery Method	This programme is delivered by e-learning and is hosted on the HSeLand
CPD Eligibility	N/A
Who should apply?	All types of NIMS Users
How to enrol	<p>Login to HSeLand and search the course catalogue for "NIMS" and select "Entering incident reviews".</p> 

NIMS Reports, Views and Dashboard Training

Aim/Context	It is the aim of this programme to provide active NIMS Users with the necessary skills to access, review and identify trends for their area(s) of responsibility.
Learning Outcomes	<p>Upon completion of this programme, you will be able to;</p> <ul style="list-style-type: none"> • Analyse and interrogate your organisations incidents and subsequent reviews • have an understanding of the suite of reports readily available to you • be competent in the different methods of presenting these reports
Core Content	This advanced course provides NIMS Users with an overview of the NIMS self-service reporting capabilities.
Duration	2.5 Hours
Delivery Method	Virtual Classroom facilitated by the State's Claims Agency.
CPD Eligibility	N/A
Who should apply?	Active NIMS users who require the necessary skills to access, review and identify trends for their area(s) of responsibility.
How to enrol	HSE staff wishing to attend can contact nims@hse.ie



CLINICAL AUDIT

“Clinical audit is a clinically-led quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and acting to improve care when standards are not met. The process involves the selection of aspects of the structure, processes and outcomes of care which are then systematically evaluated against explicit criteria. If required, improvements should be implemented at an individual, team or organisation level and then the care re-evaluated to confirm improvements.”

DOHC (2008, p. 152)

Clinically-led includes the breadth of clinical professionals working in health and social care services.



Ionad Náisiúnta
d’Iniúchadh Cliniciúil

An Stiúirthóireacht um Ardchaighdeán
agus Sábháilteacht Othar

National Centre
for Clinical Audit

National Quality and Patient
Safety Directorate

Fundamentals in Clinical Audit

(This course is provided in two formats: e-learning or virtual classroom)

Aim/Context	The aim of this module/session is to assist staff in gaining a basic understanding of the clinical audit process and how to conduct a clinical audit and/or effectively support others conducting clinical audits.
Learning Outcomes	<p>Upon completing this programme learners will be able to:</p> <ul style="list-style-type: none"> • Understand the clinical audit process and why it is important • Develop and undertake a clinical audit • Select a methodology for the clinical audit process • Conduct clinical audit data collection and analysis • Report clinical audit findings.
Core Content	<p>The e-learning course is designed to assist all staff to gain a good understanding of the fundamentals in clinical audit with the aim of enabling them to undertake their own successful clinical audit project.</p> <p>The course is highly interactive. All learners work through four modules:</p> <ol style="list-style-type: none"> 1) a brief history of clinical audit and why you should get involved, 2) defining clinical audit and the clinical audit process, 3) in-depth review of the stages of the clinical audit process, 4) assessment and signposting <p>In the virtual training session, learners will attend a full day virtually. There is also a half-day virtual Fundamentals in Clinical Audit workshop. If a learner has successfully completed the e-learning programme, they may attend the half-day workshop only.</p> <p>Virtual Session 1 (am): Clinical audit context Clinical audit definitions what it is and isn't The clinical audit process: seven-steps to success Selecting clinical audit topics and identifying best practice.</p> <p>Virtual Session 2 (pm): Analysing clinical audit data Implementing changes successfully, re-audit and closing the loop Clinical audit report writing A review of clinical audit case studies.</p> <p>Virtual Workshop: (half day either am or pm) Developing a clinical audit project Project planning documentation, review of best practice evidence Choosing an appropriate sample size Development of a clinical audit data collection approach Workshop and feedback session with other course participants.</p>
Duration	<p>The HSeLand e-learning programme is assessed as 10 hours of learning.</p> <p>The Virtual programme will be delivered over 1 day from 10am – 4pm.</p> <p>The workshop will be delivered over a ½ day either am or pm.</p>

Delivery Method	This programme is delivered by e-learning and is hosted on HSeLanD or it will be delivered online with traditional classroom methods and virtual classroom sessions using Zoom.
CPD Eligibility	<p>The Fundamental of Clinical audit e-learning programme is: Awarded 10 CEU credits by NMBI. Awarded 10 external CPD points by RCPI.</p> <p>The virtual programme accreditation is pending.</p> <p>CORU applicants can apply for credits through the CPD process (RCPI).</p>
Who should apply?	<p>This programme is designed for anyone who wants to gain a better understanding of clinical audit and will suit those with no, minimal or some experience/familiarity of the subject matter.</p> <p>All those working in health and social care services including service users and patient representatives who are involved in developing and delivering clinical audit projects are welcome to attend.</p> <p>Note: It is strongly advised that learners complete the Introduction to Quality Improvement e-learning module which is hosted on HSeLanD prior to enrolling.</p>
How to enrol	<p>E-learning: Register on HSeLanD and search the Course Catalogue for “Fundamentals of Clinical Audit” in the National Quality & Patient Safety Directorate (NQPSD section).</p> <p>Virtual Session: Register by www.eventbrite.com and search the online events for Fundamentals in Clinical Audit and choose a date from the 4 dates throughout the year. Also, check the HSE All Staff Update broadcast email under training opportunities and Twitter: ncca@hse.ie</p> <p>Please contact ncca@hse.ie for further information.</p>

Advanced Clinical Audit

Aim/Context	The Advanced Course in Clinical Audit will further develop learners clinical audit skills in healthcare. The course will build additional skills and knowledge that relate to delivering high quality and patient focused clinical audit. Learners should have previous experience of conducting audit.
Learning Outcomes	<p>Upon completing this programme learners will:</p> <ul style="list-style-type: none"> • Understand best practice for the clinical audit process • Understand how to include patients and service users • Understand common barriers to participation • Understand best practice in relation to action planning • Know how to use QI techniques within the clinical audit process • Understand key aspects of leading the clinical audit process • Know how to present clinical audit findings.
Core Content	<p>Morning Session:</p> <ul style="list-style-type: none"> • Review clinical audit best practice • Co-production, patient, service-user and carer involvement • Common barriers to clinical audit and potential solutions • Promoting the benefits of clinical audit • How to sustain improvement in clinical audit using action plans. <p>Afternoon Session:</p> <ul style="list-style-type: none"> • Using different quality improvement techniques to enable change • Leadership skills for clinical audit facilitators • Presentation skills for audit facilitators • Workshop and project development session.
Duration	<p>10:00 – 13:00 morning session and 13:30 – 16:00 afternoon session</p> <p>Various dates are available across the year. Learners should attend both am & pm sessions (the full day) to complete the course.</p>
Delivery Method	This teaching programme is delivered virtually via Zoom. Sessions will include a mixture of delivered content, polls, discussion and breakout groups to enable a good variety of independent and group learning.
CPD Eligibility	CEU & CPD accreditation is pending.
Who should apply?	<p>Those staff who lead and facilitate clinical audit programmes will benefit from the additional skills that this course offers.</p> <p>Note: It is essential that learners enrolling onto the Advanced course have already completed the 'Foundation Course in Clinical Audit' as there is an expectation that all learners have a clear knowledge of clinical audit methodology or have considerable previous experience of facilitating clinical audit.</p>
How to enrol	<p>Please contact ncca@hse.ie for further information.</p> <p>Bookings available via www.eventbrite.com. Login and search the online events for 'Advanced Clinical Audit' and search for the date required. There are 4 dates available throughout 2022.</p>

Train the Trainer in Clinical Audit

Aim/Context	The Train the Trainer in Clinical Audit is ideal for those learners who will be teaching and inspiring others to develop their clinical audit skills. The course focuses on educational best practice and also enables participants to learn and utilise a suite of clinical audit teaching materials and activities.
Learning Outcomes	<p>Upon completing this programme you will be able to:</p> <ul style="list-style-type: none"> • Know how the results of a training needs analysis can be used • Describe strategies to meet diverse learning needs • Design a lesson plan with differentiated outcomes • Deliver a training session that meets diverse needs • Understand the importance of active learning • Design training with a range of active learning elements.
Core Content	<p>Session Plan: The training day will include:</p> <ul style="list-style-type: none"> • The importance of developing a training needs analysis • Understanding learning styles and suitable learning approaches • Development of learning objectives and lesson plans • Understanding different types of learning activity • Understand how to use the Clinical Audit Teaching Toolkit resources • Delivery of a micro-teach session to the training group. <p>Learners must attend the training session and undertake a micro-teach activity (10 minute observed teaching session) to complete the course.</p>
Duration	1 x 7.5 hour session
Delivery Method	This teaching programme is delivered via face-to-face training. The session will include a mixture of delivered content, discussion, demonstrations and breakout groups for independent and group learning. All learners will conduct a short micro-teach.
CPD Eligibility	CPD and CEU accreditation is pending
Who should apply?	<p>This course is essential learning for those staff who train others in relation to clinical audit methodology. It is likely to be beneficial to staff who lead and facilitate clinical audit programmes due to the additional skills that this course offers.</p> <p>Note: It is essential that learners enrolling onto the 'Train the Trainer' course have substantial knowledge of the subject area and therefore it is suggested that they should have completed both the 'Fundamentals in Clinical Audit' and the 'Advanced Clinical Audit' courses OR have considerable previous experience of facilitating clinical audit.</p>
How to enrol	<p>Please contact ncca@hse.ie for further information or check the NCCA website https://www.hse.ie/eng/about/who/nqpsd/ncca/ncca.html</p> <p>Booking is available through www.eventbrite.com. Search online events.</p> <p>Various dates will be made available in Nov/Dec 2022.</p>

Human Factors in Healthcare



Human factors training looks at the role of human involvement in any situation, giving consideration to both our capabilities and limitations. It provides an understanding of the impact that organisational culture, system design, equipment and the work environment have upon human behaviour and task performance.

Human Factors in Healthcare

COMING SOON

A number of training programmes to support staff to learn more about Human Factors in healthcare are currently under development.

The aim of these programmes will be to:

- Introduce Human Factors as a new way of thinking about safety in everyday work
- Learn about the factors that impact on our capabilities and limitations as humans and how we can use this knowledge to improve our well-being and performance, at individual and team levels.

Core topics will include:

- Human Factors as a new way of thinking about safety in everyday work.
- Factors that impact on human capabilities and limitations and how we can use this knowledge to improve our well-being and performance, as individuals and teams.
- Threat and error management
- Information processing
- Effective decision making and communication
- Non-technical skills assessment using behavioural markers
- Management and leadership

Delivery Method:

Human Factors training will be delivered using a blended learning approach of both e-learning and structured workshops.

For more information:

Please contact Margaret Codd, QPS Education Margaret.codd@hse.ie

WAYS TO CONNECT WITH QUALITY & PATIENT SAFETY



Ways to connect with Quality & Patient Safety

QPS Talktime Webinars

Context	The National QPS Directorate provides a regular lunch time webinar series with the aim of connecting people interested in Quality and Patient Safety and sharing learning and experiences of improvement.
Duration	One hour (1pm-2pm) running approximately every two weeks (in term time).
Delivery Method	Delivered via Cisco Webex and facilitated by the members of the National Quality and Patient Safety Directorate with guests, the webinars feature a mixture of local, national and international experiences.
Who should attend?	Open to all those interested in improving quality and patient safety across healthcare services. Join individually or together as a group to assist in building your own local QPS networks.
For more information	<p>For more information: https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html</p> <p>If you would like to receive notifications for future QPS Talktime webinars, please contact: noemi.palacios@hse.ie</p> <p>To listen back and access previous QPS Talktime webinars: https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/2021-slides-and-recordings.html</p>





The Q Community is an initiative connecting people who have improvement expertise across the five countries of the UK and Ireland, with over 4,500 members (93 in Ireland).

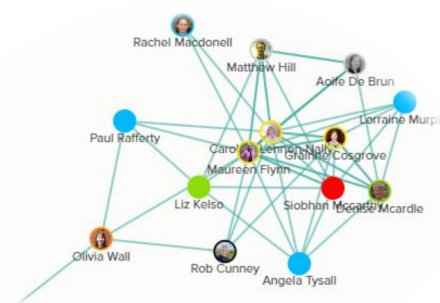
We invite all graduates of QPS education programmes who have experience of improvement to apply for membership (which is free).

For more information about Q Community and how to register as a member visit the website [HERE](#).

Join the “QPS Ireland Network Map”

Connect with others in your area who are interested in quality and patient safety via our network map. This searchable map helps visualise and build your connections with others across the network.

Please join us by inputting your name and your connections on the map or invite anyone in Ireland with an interest in quality and patient safety to also join.



For further information visit the website [HERE](#).

Click [HERE](#) to join the network map.

Connect via Twitter

Why not follow us on Twitter @NationalQPS.



We post information daily on quality and patient safety education, events, resources, toolkits and news using the hashtags #QIreland and #patientsafety.

Context	<p>The introduction of Schwartz Rounds in Ireland is supported by the 'National Quality and Patient Safety Directorate' in collaboration with the 'Point of Care Foundation'.</p> <p>Schwartz Rounds are conversations with staff about the emotional impact of their work. They provide a valuable opportunity for all staff to reflect on their work through conversations facilitated by a local clinical lead and facilitator.</p> <p>They are unique in that unlike other supports for staff they do not seek to solve problems or look for outcomes. Through the sharing of stories in confidence, Schwartz Rounds provide a framework proven to support staff well-being (reducing psychological distress), reduce role hierarchy, improve teamwork, and connection, which ultimately has an impact on improved person-centred care.</p>
Why introduce Schwartz Rounds?	<p>Evidence shows that Schwartz Rounds lead to increased insight into the social and emotional aspects of care; increased confidence to deal with sensitive issues; beliefs in the importance of empathy; openness to expressing thoughts, questions and feelings; decreased feelings of stress and isolation.</p> <p>In 2019, Paul Reid, HSE CEO launched the Report of the Evaluation of the Introduction of Schwartz Rounds as a test of concept in Ireland. The evaluation concludes that the philosophy of Schwartz Rounds is consistent with the HSE's strategic drive for quality and safe health care.</p>
How do they work?	<p>Each Schwartz Round lasts one hour and is based on staff stories around a particular theme. Each story is briefly presented by 3 or 4 members of staff who go on to describe the impact that experience has had on them. Once the panel have presented, a facilitator and a clinical lead (who jointly facilitate the Round) help the participants to make a connection between the stories they have just heard and similar experiences of their own. Listening to colleagues describe the challenges of their work helps to normalise emotions, which are part and parcel of working in healthcare but are often kept under the surface.</p>
What staff have said	<p>"Brings caring and kindness back into the workplace"</p> <p>"Helps us remember why we are in the caring profession"</p> <p>"These rounds help break down barriers between all the different members...from cleaner to consultant"</p>
Learn more	<p>https://www.hse.ie/eng/about/who/nqpsd/qps-connect/schwartz-rounds/information-leaflet-on-schwartz-rounds-nov-2021.pdf</p>
Getting started with Schwartz Rounds	<p>There are a number of steps that organisations take when making Schwartz Rounds available to people working in those services. This includes arranging training for clinical leads and facilitators with the Point of Care Foundation in the UK.</p> <p>For more information: https://www.hse.ie/eng/about/who/nqpsd/qps-connect/schwartz-rounds/steps-to-introduce-schwartz-rounds.html</p>
To register your interest, please contact	<p>Caroline Lennon-Nally, Schwartz Rounds Co-ordinator caroline.lennonally@hse.ie</p> <p>Noemi Palacios, Schwartz Round Administrator noemi.palacios@hse.ie</p> <p>Follow us on twitter @NationalQPS using #SchwartzRounds</p>



Contact Us



Twitter: @NationalQPS



Web: www.hse.ie/eng/about/who/nqpsd/



General Email: nqps@hse.ie

If you have a particular query or request about any of our programmes, please contact the QPS Education team at QPS.Education@hse.ie

