

Recommended Reading when developing and implementing Quality Profiles

Mater Misericordiae University Hospital and HSE Quality Improvement Division (2015) 'Board on Board with Quality of Clinical Care' Quality Improvement Project: Case study Report. Dublin, Health Service Executive and Mater Misericordiae University Hospital.

- *This report gives a detailed account of learning from the Mater Board on Board project: This project was based on a quality of clinical care dashboard rather than a comprehensive Quality Profile, however the principles and learning from getting the right information, understanding it and actioning it are very useful.*

Vincent, C, Burnett, S, and Carthey, J (2013) The measurement and monitoring of safety: Drawing together academic evidence and practical experience to produce a framework for safety measurement and monitoring. London, Health Foundation.

- *This report from the Health Foundation is the basis for the principles of the Quality Profile as described in Resource 1. Although this report focuses on safety rather than quality, many of the principles are applicable when we begin to consider how we can improve the quality of care provided by services.*

Langeley, G, Moen, R, Nolan, K, Nolan, T, Norman, C and Provost, L (2009). The Improvement Guide, a practical approach to enhancing organisational performance, 2nd edition. San Francisco: Jossey-Bass.

- *This text book is a weighty but accessible reference on all aspects of Quality Improvement for all readers and is frequently recommended for courses on Quality Improvement including the diploma in Leadership and Quality in Healthcare coordinated by the national quality improvement programme.*

Perla, R, Provost, L and Murray, S (2011) The run chart; a simple analytical tool for learning from variation in healthcare processes; *BMJ Qual Saf* 20: 46 – 51

- *There are many ways in which information can be presented. Run charts are particularly valuable for driving and demonstrating Quality Improvement. This paper gives a comprehensive view of how to use and interpret run charts.*

Millar, R, Mannion, R, Freeman, T, and Davies, H. (2013) 'Hospital Board Oversight of Quality and Patient Safety: A Narrative Review and synthesis of Recent Empirical Research', *The Millbank Quarterly*, 91 (4) pp. 738-770.

- *Although this review looks specifically at hospital boards' role in oversight of quality and safety, the importance of strong and effective leadership is highlighted as a key requirement for the success of quality improvement and safety programs.*

Kirkland, K, Homa, K, Lasky, R, Ptak, J, Taylor, E and Splaine, M (2012) Impact of a hospital-wide hand hygiene initiative on healthcare-associated infections: results of an interrupted time series. *BMJ Qual Saf* 2012;21:1019–1026

- *Although a process measure, hand hygiene compliance is frequently included in reports on quality and safety. This paper shows how this information can be presented using Shewart charts and how this can clearly demonstrate improvement.*

Forster, A and van Walraven, C, (2012).The use of quality indicators to promote accountability in health care: the good, the bad, and the ugly. Open Medicine 6(2) e75–e79

- *Although Quality Profiles are not intended to be used specifically for performance and assurance, many of the issues discussed in this Canadian paper are relevant when we consider the types of information that are reported in acute care settings. Specific examples include hospital mortality, readmission rates and emergency dept. length of stay.*