Improving Quality at Mayo University Hospital
Catherine Donohoe, Philip Crowley, Maureen Flynn, Michael Carton
Mayo University Hospital, Saolta University Health Care Group, Ireland. *NIH, National Quality Improvement Team, Ireland.

Our Journey began with a vision: Achieve Excellence through meaningful Patient and Staff engagement in Service Delivery.

Our Approach: to anchor all our improvement work in Governance.

1. Integrated Quality and Patient Safety across all governance structures.
   - No segregated QPS committee.
   - Everyone owns their responsibility for making it better.

2. Establish structures to govern the "Change we want to be." show how each individual contributes to the organisation-wide accountability.

3. Patient and Family Experience Advisors embedding PFEAs in committees and improvement work.

4. We introduced Quality and Patient Safety Senior Walkrounds.

Evidence of Excellence:
- National Patient Experience Survey
- Total Staff Satisfaction
- Staff Retention
- Staff Engagement Survey
- Feedback from the regulator on improvement efforts

"Staff Engagement Forum" developed by staff for staff.

Values:
1. Value
2. Digital Identity for all
3. Staff Recognition Awards
4. Staff coffee mornings
5. Schnaarts building staff resilience
6. We were already working with the National QI Team on improving quality in our health service.

Our Approach: Partnership, co-production, co-design, involvement.

Improvement Methods: Measurement, analysis for learning purposes.

Commitment to Excellence:
Boards co-designed, show trends over time publicly displayed.

PFEA: Patient and Family Experience Advisors embedding PFEAs in committees and improvement work.

We identified the problems of our organisation.

Saolta University Healthcare Group

CLINICAL DIRECTORATES

Declaration of commitment to progressing the Quality and Safety agenda.

July 2016 - the stars aligned.

Building towards success with staff who are engaged, empowered, multidisciplinary.

We were well on the way to improvement.

Activity-based funding.

We were already working well with the National QI Team on improving quality in our health service.

Saolta 2015

Positive outcomes from internal and external audit.

Positive feedback from the regulator on improvement efforts.

For further information and future progress, link with us via:

@Saolta @nationalQI