Workshop for the Board of Directors on Understanding Quality of Clinical Care Indicators

Date: [confirm date]
Time: 14.00-17.00 (light lunch provided from 13.15)
Venue: [to be confirmed]
Invitees: All members of the Board of Directors and members of the Board on Board QI project team

Aim
To support the Board of Directors in understanding and using the Board of Directors’ Quality Dashboard to hold the hospital executive accountable for the quality of clinical care delivered.

Objectives:
At the end of the workshop the Board of Directors will have:
■ An understanding of the context within which the Board is working
■ An understanding of quality of clinical care indicators
  – Identity: of the indicator – the reason it’s measured, the unit it’s measured in, the target, the desired direction
  – Situation: trend over time, variation
  – Background: factors that impact on indicators
■ The skills to
  – Assess: attain assurance on quality of clinical care in order to question and make an assessment on the information presented
  – Recommend: make recommendations to the executive directors

Outline Agenda

<table>
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<tr>
<th>Time</th>
<th>Topic</th>
<th>Lead</th>
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<tbody>
<tr>
<td>14.00</td>
<td>Welcome and introductions Introduction to the Board on Board QI Project and the workshop</td>
<td>TBC</td>
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<td>14.10</td>
<td>Board governance of quality and safety international leading practice and the Irish context</td>
<td>TBC</td>
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| 14.30 | Measurement of quality of clinical care
  – Principles of measurement – what is the question, what are the actions, what can the measure tell us, what can’t it tell us, validity, reliability, understanding variation and impact of measurement
  – Examples from the Board of Directors’ Quality Dashboard | TBC  |
| 15.00 | The pathway from a patient’s care to an indicator
  – Patient story (HCAI)
  – Case study (Patient fall)
  – Patient experience | TBC  |
| 15.30 | Coffee | |
| 15.45 | Exercise on using ISBAR at Board meeting to make assessment and recommendations on quality of clinical care
  – People are divided into three groups (Non-Executive Directors, Executive Directors, and project group members within each group) to examine:
    (i) patient centred care indicators (group 1)
    (ii) safe care indicators (group 2)
    (iii) effective care indicators (group 3)
  – Each group is provided with a template ISBAR sheet and the September Board of Directors’ Quality Dashboard | TBC  |
| 16.20 | Feedback from each group (five minutes each)
  Focus on the Boards’ recommendation to the executive | TBC  |
| 16.40 | Preparation for Quality and Safety walk-rounds
  Opportunity for Non-Executive Directors to get involved | TBC  |
| 16.50 | Close of workshop
  – Sir Stephen Moss in conversation with Dr. Philip Crowley (UTube)
  – Completion of workshop evaluation | |

Source: Board on Board with Quality of Clinical Care Quality Improvement Project: Case study report (2015: 30) and the weblink to the case study report www.hse.ie/eng/about/Who/qualityandpatientsafety/Clinical_Governance/CG_docs/_Board_on_Board_with_Quality_of_Clinical_Care_Quality_Improvement_Project_Case_Study_Report.pdf.