

Quality and safety prompts for multidisciplinary teams



Quality and safety (clinical governance) prompts for discussion at team meetings

(Further information overleaf).

Leadership, Governance and Management

- Q1.** Who leads our team?
- Q2.** Who are the members of our team; do we all know each other and understand each others roles?
- Q3.** Are we clear about our team roles and responsibilities, who we report to, and our lines of communication?
- Q4.** What arrangements do we have in place, so that we know who is the named consultant /clinician/key worker responsible and accountable for each patients care at all times?
- Q5.** Are we meeting the code of conduct and expected behaviour of our organisation and professional bodies?

Person-Centred Care:

places patients at the centre of all that the service does

- Q6.** How do we identify and document patient needs and preferences?
- Q7.** Do we provide accessible, clear and relevant information to patients on their condition and the treatment options available to them?
- Q8.** How do we seek feedback (comments, compliments and complaints) from patients and members of the public?
- Q9.** How do we respond to feedback from patients?
Do we ensure that the learning from feedback is shared with our team and is implemented?

Safe Care:

actively identifying, preventing or minimising risks of harm

- Q17.** Can any of us raise concerns about the quality and safety of the service? How?
- Q18.** Have we identified potential risks associated with the care we provide?
- Q19.** Have we effective safety measures in place to address each risk identified?
- Q20.** Do we identify, openly disclose, manage, investigate and escalate incidents adverse events and near misses?
- Q21.** How do we receive and discuss reports on the number and type of incidents?
- Q22.** Do we learn from incidents and implement quality improvements?
- Q23.** What are the priorities for our team in protecting patients and improving quality?

Effective Care:

consistently delivering the best achievable outcomes for patients

- Q10.** Have we identified the legislation, standards, guidelines and policies that guide our practice? Do we have easy access to them?
- Q11.** Are we compliant with the relevant standards, guidelines and policies? - How do we know?
- Q12.** How do we document care and communicate (including handovers) with patients, members of the team and other teams/services involved in each patients care?
- Q13.** Are we clear about the criteria and arrangements for escalating the care of deteriorating patients?
- Q14.** How do we agree and maintain the competencies required to deliver safe and effective care?
- Q15.** How do we measure patient and service outcomes?
- Q16.** Are we using resources effectively?

Better Health and Wellbeing:

promoting and protecting the health and well being of patients and staff

- Q24.** How do we support patients in improving their own health and wellbeing
- Q25.** Do we have ways of dealing with and resolving issues that arise in our team?
- Q26.** How do we focus on the health and well being of individual team members and the team?
- Q27.** Do we know where to access support for staff?

Quality and safety prompts *for* multidisciplinary teams

1. Introduction

The prompts guide local team discussions on quality and safety. Achieving safe quality care requires the vigilance and cooperation of the whole workforce including patients and members of the public. Improving quality and protecting people from harm is all our responsibility – clinical governance delivers the leadership and accountability systems to achieve this.

Clinical governance is the system through which healthcare teams are accountable for the quality, safety and satisfaction of patients in the care they have delivered. For health care staff this means: specifying the clinical standards you are going to deliver and showing everyone the measurements you have made to demonstrate that you have done what you set out to do.

2. Quality and Safety: National Standards for Safer Better Healthcare

The National Standards provide direction and guidance for improving the quality, safety and reliability of health care. These quality and safety prompts are grouped under leadership and governance and the following quality dimensions of the National Standards: i) person centred care; ii) effective care; iii) safe care; and iv) better health and wellbeing. The prompts will support multidisciplinary teams to understand and apply elements of the National Standards within their service area. For mental health services please also refer to the *Quality Framework for Mental Health Services in Ireland* which is available at www.mhcirl.ie.

3. Quality and Safety: the multidisciplinary team's role

The focus is on creating the environment and culture where excellence is embraced and can flourish with strong multidisciplinary team collaboration. The objective is that all clinical and social care is aligned within a clinical governance system.

Multidisciplinary teams consist of representatives from different disciplines and professional backgrounds who each have complementary experience, qualifications, skills and expertise. Members of the team provide different services for patients in a co-ordinated and collaborative way. Membership of the team may vary and will depend on the patient's needs.

4. How to use the quality and safety prompts?

The sequence illustrated below provides a guide on how to use the prompts - which can be addressed in steps. The prompts can be used as a guide for action on quality and safety using the plan, do, study, act (PDSA) cycle. Your decision can also be guided by the clinical governance development principles (set out on the next page) and the *Quality and Patient Safety Clinical Governance Information Leaflet* available at www.hse.ie/go/clinicalgovernance



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*for example clerical, catering, household, portering