QA+I

QUALITY ASSESSMENT
& IMPROVEMENT

ACUTE HOSPITAL SERVICES

JUNE 2013

WORKBOOK

4

Better Health and Wellbeing

Supporting services to deliver quality healthcare

Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Quality and Patient Safety Directorate

Tús Áite do Shábháilteacht Othar
Patient Safety First

Effective Care and Support
Safe Care and Support
Better Health and Wellbeing
Use of Information
Use of Resources
Workforce
Leadership, Governance and Management
Person Centred Care and Support
CULTURE OF QUALITY AND SAFETY
Service User

INTRODUCTION

Welcome to the **Better Health and Wellbeing** Quality Assessment and Improvement Workbook. This workbook will support assessment teams in preparing for assessment against Theme 4 of the National Standards for Safer Better Healthcare. Teams can use this workbook to familiarise themselves with the assessment process prior to undertaking assessment using the web enabled Quality Assessment and Improvement Tool.

There is **1 Standard** and **1 Essential Element** of Quality under Theme 4. The Essential Elements are specific, tangible translations of the National Standards. They represent those key aspects of quality you would expect to see within a service that is delivering safe, sustainable, high quality care. There are four Levels of Quality for each Essential Element. These Levels build on each other and allow services to objectively assess the Level of Quality and maturity that most accurately reflects their service. The content within each Level are guiding prompts to what a service should be achieving for that Level and are not specific criteria that must be in place.

Given that the National Standards for Safer Better Healthcare are relatively new to the healthcare system, it is recognised that implementing these standards may be challenging and require significant effort by services. Therefore a guiding principle of the assessment is to create a process of continuous quality improvement progressing towards full implementation. In some cases services may not have progressed as far along their quality journey compared to other services. This may result in services determining that for some Essential Elements and Standards they have not yet achieved 'Emerging Improvement', the first Level of Quality. In this instance services should not select a Level of Quality for these Essential Elements; instead they should consider outlining in the Additional Information section the necessary actions they need to implement to achieve 'Emerging Improvement' and higher Levels of Quality.

LEVELS OF QUALITY

Emerging Improvement (EI)	There is progress with a strong recognition of the need to further develop and improve existing governing structures and processes.
Continuous Improvement (CI)	There is significant progress in the development, implementation and monitoring of improved quality systems.
Sustained Improvement (SI)	Well established quality systems are evaluated, consistently achieve quality outcomes and support sustainable good practice.
Excellence (E)	The service is an innovative leader in consistently delivering good patient experience and excellent quality care.

A list of examples of evidence is provided to support you in verifying your selected Level of Quality for each Essential Element. This list is intended as a guide and services can include additional evidence that better supports their selected level.

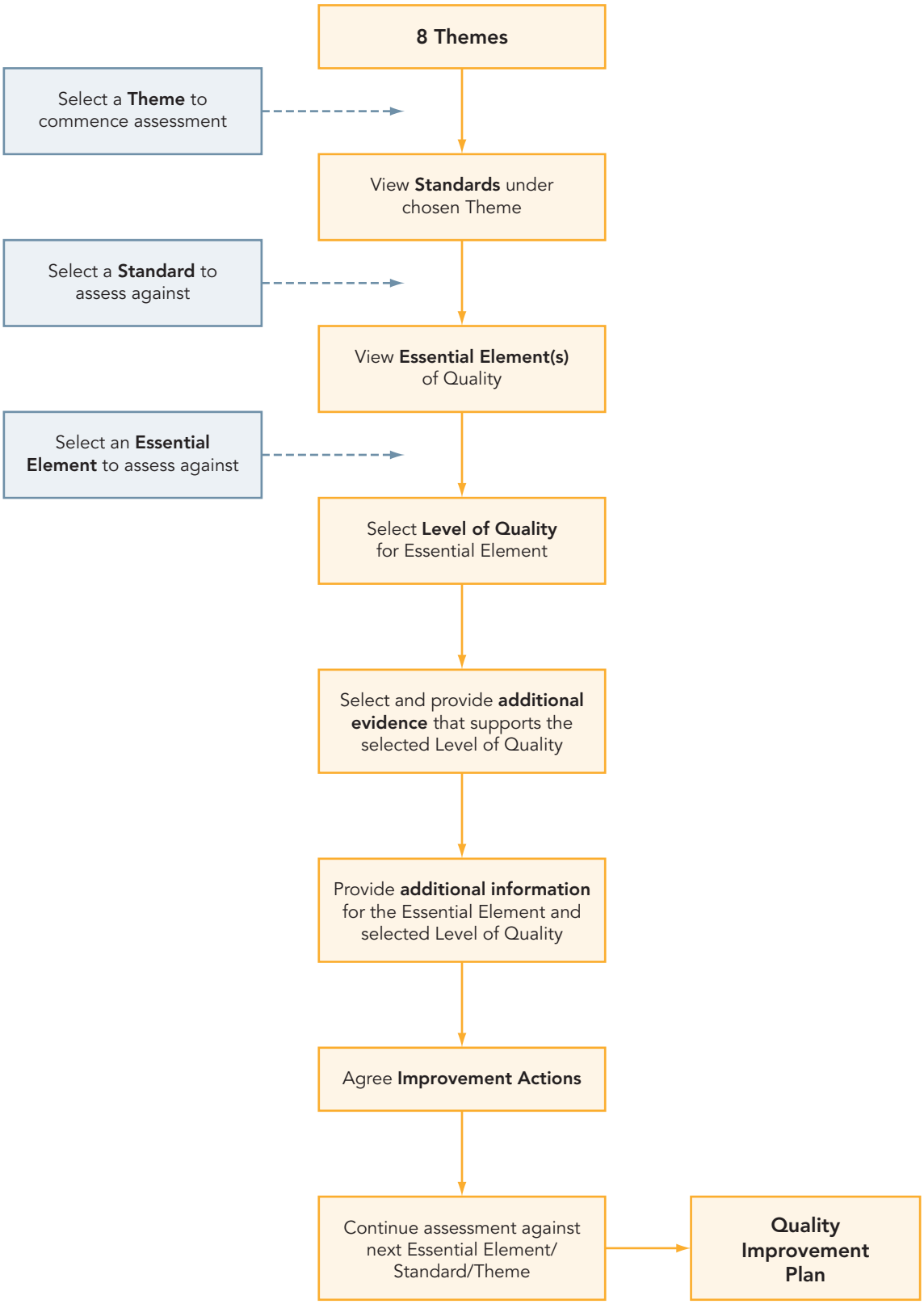
Similarly services may wish to consider the following bullets to guide them in providing additional information to support their assessment.

- Structures and processes in place and how they have been evaluated.
- Strategies and plans developed and implemented.
- Risks identified and improvement actions taken.
- Challenges to progressing to higher levels of quality.
- Outcomes achieved and examples of good practice.

The key output of this assessment is the development of Improvement Actions which will support your service in implementing the National Standards for Better Health and Wellbeing and improving the quality of your service.

An overview of the steps within the assessment process for the National Standards for Safer Better Healthcare is illustrated in Figure 1.

FIGURE 1: OVERVIEW OF ASSESSMENT PROCESS



BETTER HEALTH AND WELLBEING

STANDARDS	ESSENTIAL ELEMENTS	WHAT A PATIENT CAN EXPECT WHEN A SERVICE IS MEETING THIS STANDARD
STANDARD 4.1 The Health and Wellbeing of service users are promoted, protected and improved.	Supporting a Culture of Better Health and Wellbeing	• Your healthcare service will work to optimise and promote better health and wellbeing for its service users and staff.

STANDARD 4.1	The Health and Wellbeing of service users are promoted, protected and improved.

Essential Element: **Supporting a Culture of Better Health and Wellbeing**

The service focuses on creating a culture that optimises and promotes better health and wellbeing for its service users and staff.

LEVEL OF QUALITY	GUIDING PROMPTS	SELECT
Emerging Improvement (EI)	• There are arrangements that support the identification of health priority needs and inequalities within sectors of the population. • There is clarity around individual and team responsibilities for promoting health and wellbeing. • Strategic objectives of the service include improving patients' health and wellbeing and preventing further health inequalities in line with national policy.	☐
Continuous Improvement (CI)	• Service implements a health promotion policy aligned to national objectives. • Programmes and initiatives are implemented in partnership with service users as part of the service plan e.g. WHO Health Promoting Health Service Standards. • Agreed outcome measures are developed and monitored. • Feedback from service users and staff is used to improve the culture of better health and wellbeing within the service. • Staff receive necessary training and education to implement programmes and initiatives.	☐
Sustained Improvement (SI)	• Reports on implementation and outcomes achieved are submitted to relevant governing committees with reciprocal feedback. • Evaluations of programmes are undertaken which informs improvement plans.	☐
Excellence (E)	• The service works in partnership with other service providers and external agencies to optimise health promotion programmes. • Health inequalities are given high priority for joint collaborative working. • The learning from evaluations of local, national and international programmes and initiatives is shared within and external to the service.	☐

EVIDENCE TO VERIFY SELECTED LEVEL OF QUALITY

EXAMPLES

- Evaluation of hospital health promotion policy.
- Needs assessment of population identifies health needs and priorities and informs health promotion programmes.
- Implementation and evaluation of health promotion and improvement programmes.
- Implementation plan for HSE Health Inequalities Framework 2010-12.
- Health literacy audits informing improvements.
- Implementation plan for the WHO Standards for Health Promotion in Hospitals.
- Findings from health equity audits inform improvement plans and health inequalities staff training programmes.
- Joint strategic plans with other service providers, education bodies and local authorities.

ADD YOUR OWN EVIDENCE

ADDITIONAL INFORMATION

IMPROVEMENT ACTIONS FOR THEME 4: BETTER HEALTH AND WELLBEING

STANDARD	ESSENTIAL ELEMENT	IMPROVEMENT ACTION	RESPONSIBLE TEAM MEMBER	DUE DATE

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