



PALLIATIVE
CARE



Quality Assessment and Improvement Tool (QA+I)

A Quality Improvement approach to assessing against Standards

Dr. Mary Browne,
QPS Division





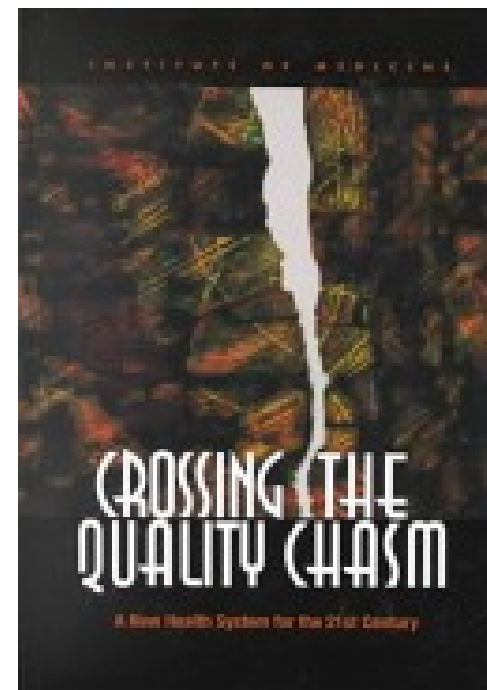
Defining Quality



PALLIATIVE
CARE

- Institute of Medicine
 - Safety, Effectiveness, Equity, Timeliness, Efficiency, Patient-centredness

- NHS Scotland



- Person-centred care, Safe care, Effective care

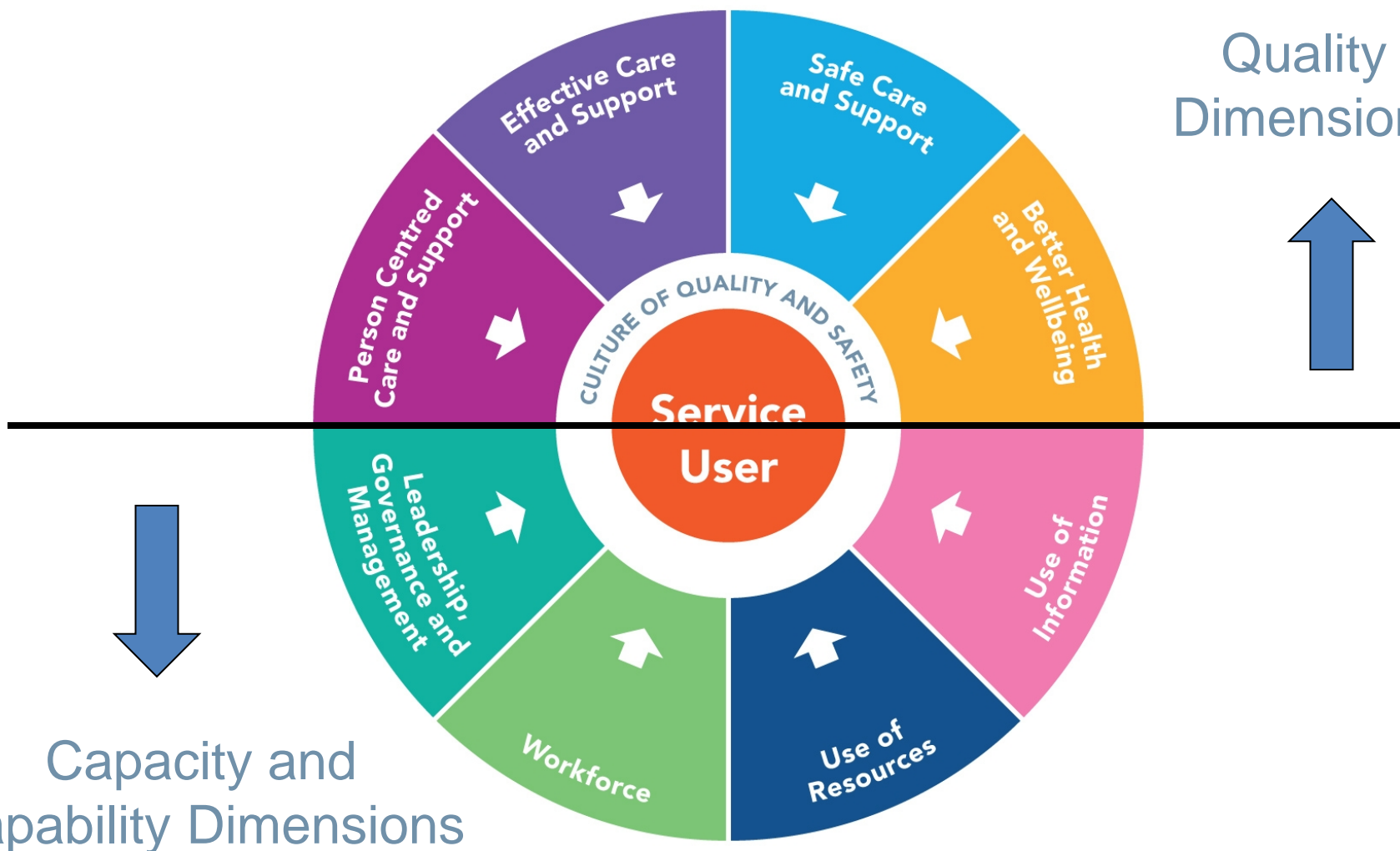


National Standards for Safer Better Healthcare



PALLIATIVE CARE

Quality Dimensions





National Quality Standards



PALLIATIVE
CARE

- Common agreement on what constitutes a quality service
- Common language to quality
- Frames quality improvement work



Previous Experience



PALLIATIVE
CARE

- Positives:

Greater understanding of roles

Certain barriers overcome

Teamwork

- Negatives

Huge paper-based task

Independent activity



UCD Business Schools

Accreditation as a Quality Tool in Public
Sector Reform:
The Fourth Stage of Convergence

Gerardine Doyle and Carolin Grampp

Accountancy Subject Area
UCD Business Schools
Corresponding author: gerardine.doyle@ucd.ie
WP 08 / 01



Early considerations



PALLIATIVE
CARE

- Services under significant pressure
- Changing governance
- Not starting from scratch
- Move away from an 'assembly line' box ticking compliance exercise



Translation of Standards



PALLIATIVE
CARE



Translated



53 Essential Elements
of Quality

THEME		NUMBER OF STANDARDS	NUMBER OF ESSENTIAL ELEMENTS
THEME 1	Person Centred Care and Support	9	9
THEME 2	Effective Care and Support	8	10
THEME 3	Safe Care and Support	7	12
THEME 4	Better Health and Wellbeing	1	1
THEME 5	Leadership, Governance and Management	11	12
THEME 6	Workforce	4	4
THEME 7	Use of Resources	2	2
THEME 8	Use of Information	3	3
TOTAL		45	53



Quality Journey



PALLIATIVE
CARE

**Increasing maturity and
reliability**

4. Excellence

3. Sustained Improvement

2. Continuous Improvement

1. Emerging Improvement



QA+I Workbooks



PALLIATIVE
CARE

- Standards, Essential Elements of Quality and Quality Levels
- Evidence to verify your level of quality
- Add own evidence from service
- Quality improvement plan template



Alignment of approaches



PALLIATIVE CARE



SPECIALIST PALLIATIVE CARE
May 2014

Towards Excellence in Palliative Care

A practical guide to assessing Specialist Palliative Care Services against the National Standards for Safer Better Healthcare

Quality Assessment and Improvement Workbooks (QA+I)



NATIONAL AMBULANCE SERVICE
DECEMBER 2013

Leadership, Governance and Management

Supporting services to deliver quality healthcare

WORKBOOK
5



ACUTE HOSPITAL SERVICES
JUNE 2013

A Practical Guide

Supporting services to deliver quality healthcare



The Alliance of Stakeholders
Patient Safety First



The Alliance of Stakeholders
Patient Safety First



The Alliance of Stakeholders
Patient Safety First



Successful Implementation



PALLIATIVE
CARE

‘Culture eats strategy for
breakfast’

.....and Standards and PPPGs and any
assessment or monitoring process



Challenge to SPC Services



PALLIATIVE
CARE

1. Leadership
2. Improvement Culture
3. Building Improvement capability



Improvement Culture



PALLIATIVE
CARE



**A promise to learn
– a commitment to act**

**Improving the Safety of Patients
in England**

**National Advisory Group on the
Safety of Patients in England**

August 2013



Berwick Report



PALLIATIVE
CARE

- Placing the quality of patient care, especially safety above all aims
- Engaging, empowering and hearing patients and carers
- Fostering whole-heartedly the growth and development of all staff including their ability and support to improve the processes in which they work
- Embracing transparency



Building Improvement Capability



PALLIATIVE
CARE

National Quality Improvement Programme

Diploma in Leadership
and Quality in Healthcare

Quality Improvement
Collaboratives

Service specific intensive
QI training

 Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

 ROYAL COLLEGE OF
PHYSICIANS OF IRELAND



**PALLIATIVE
CARE**



**SPECIALIST
PALLIATIVE
CARE
May 2014**

**Quality
Assessment and
Improvement
Workbooks
(QA+I)**

Towards Excellence in Palliative Care

**A practical guide to assessing
Specialist Palliative Care Services
against the National Standards for
Safer Better Healthcare**



PALLIATIVE
CARE

An Honest Discussion

“If we stop being frankly dishonest or at least disingenuous about what can be done and we are *accurate in our description of the quality [currently] being provided* then we can have a **sensible** and **open** discussion about what our priorities are.”





PALLIATIVE
CARE

Thank you

mary.browne7@hse.ie