A Quality Improvement approach to assessing against Standards

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Defining Quality

- 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
National Quality Standards

• Common agreement on what constitutes a quality service

• Common language to quality improvement work
Previous Experience

• Positives:
  Greater understanding of roles
  Certain barriers overcome
  Teamwork

• Negatives
  Huge paper-based task
  Independent activity
Early considerations

• Services under significant pressure

• Changing governance

• Not starting from scratch

• Move away from an ‘assembly line’ box ticking compliance exercise
Translation of Standards

45 Standards
241 Features

Translated

53 Essential Elements of Quality
<table>
<thead>
<tr>
<th>THEME</th>
<th>NUMBER OF STANDARDS</th>
<th>NUMBER OF ESSENTIAL ELEMENTS</th>
</tr>
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<tbody>
<tr>
<td>THEME 1 Person Centred Care and Support</td>
<td>9</td>
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<tr>
<td>THEME 2 Effective Care and Support</td>
<td>8</td>
<td>10</td>
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<td>THEME 3 Safe Care and Support</td>
<td>7</td>
<td>12</td>
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<td>THEME 4 Better Health and Wellbeing</td>
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<tr>
<td>THEME 5 Leadership, Governance and Management</td>
<td>11</td>
<td>12</td>
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<tr>
<td>THEME 6 Workforce</td>
<td>4</td>
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<td>THEME 7 Use of Resources</td>
<td>2</td>
<td>2</td>
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<tr>
<td>THEME 8 Use of Information</td>
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<tr>
<td>TOTAL</td>
<td>45</td>
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Quality Journey

Increasing maturity and reliability

1. Emerging Improvement

2. Continuous Improvement

3. Sustained Improvement

4. Excellence
QA+I Workbooks

• 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
Successful Implementation

‘Culture eats strategy for breakfast’

and Standards and PPPGs and any assessment or monitoring process
Challenge to SPC Services

1. Leadership

2. Improvement Culture

3. Building Improvement capability
Berwick Report

• 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

National Quality Improvement Programme

Diploma in Leadership and Quality in Healthcare

Quality Improvement Collaboratives

Service specific intensive QI training
Towards Excellence in Palliative Care

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

May 2014

Quality Assessment and Improvement Workbooks

(QA+I)
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.”
Thank you

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