EXPERIENCE FROM MATER MISERICORDIAE UNIVERSITY HOSPITAL

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Quality & Health Promotion Manager
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Recruitment Challenges

Reducing Budgets

Media Scrutiny

Changing Governance

More work for a small core of people

Compliance Burden

More work for a small core of people
WHERE TO START?

QUALITY DIMENSIONS

- Person-Centred Care and Support
- Effective Care and Support
- Safe Care and Support
- Better Health and Wellbeing

We pledge ourselves:
- to respect the dignity of human life;
- to care for the sick with compassion and professionalism;
- to promote excellence and equality, quality and accountability.

CAPACITY & CAPABILITY

- Leadership, Governance and Management
- Workforce
- Use of Resources
- Use of Information
PLAN

Who

What

How

When
LEADERSHIP, GOVERNANCE & MANAGEMENT

- From whom in your organisation have you received the directive to commence this project?
- Reporting structures for the findings
- Stakeholders- the knowledgeable, the influencers, those responsible for action
- Clear plan for coordination
- Communicating the plan
Who?

- Hospital Board
- CEO
- Hospital Executive Management Team
- Board Quality Sub committee
- Quality & Patient Safety Steering group
- Directorate Management Teams
- Lean Academy
- Patient Safety & Risk Management
- Health & Safety
- Infection Prevention & Control
- Many More
Use the QA&I Tool prompts to establish the baseline

Look at what you do well?

What is planned in the coming year?

What are the current risks?

Use QA&I Tool to coordinate this information
HOW?

- Language is key
- Use time wisely, work with people
- As much as possible use the structures you already have
- Link the strategic priorities to the standards
- Link directorate service plans
- Link PPG’s
IDENTIFY THE GAPS

- Review Risk Register for the gaps
- Review
  - What is discussed at most meetings in your organisation?
  - HIQA reports
  - NCEC guidelines
  - What is your data telling you
    - Where are you compared to similar organisations?
    - Trends in Incidents/Complaints/Compliment
ESTABLISHING THE QUALITY LEVEL

Present information to executive to establish baseline compliance and to prioritise improvements.
QUALITY IMPROVEMENT PLANS?

- QI methodology is key for driving improvement
- Building capacity for improvement through leadership, governance, and QI Training

Sustains improvement and compliance to Safer Better Healthcare
## SAMPLE IMPROVEMENT PROJECTS

<table>
<thead>
<tr>
<th>MMUH Improvement projects</th>
<th>Associated Standard</th>
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<tbody>
<tr>
<td>Board on Board QI Project</td>
<td>Governance, Leadership &amp; Management</td>
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<tr>
<td>Door to Needle to improve access for Stoke patients – Saves lives</td>
<td>Effective care</td>
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<td>Green Tray project to improve Nutrition in Hospitals</td>
<td>Person Centered care &amp; support</td>
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<tr>
<td>MDA Project- Releasing time for nursing care</td>
<td>Person Centered care &amp; support</td>
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<td>Hand Hygiene Training Project- Reducing Infection risk</td>
<td>Safe care</td>
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<tr>
<td>Hip Fracture Pathway – Improving time to surgery</td>
<td>Effective care</td>
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IMPROVEMENT DRIVEN AT BOARD LEVEL

- Clear Governance
- Develop capacity in Quality Improvement
  - Development of the Lean Academy
  - Higher Diploma in Quality & Patient Safety
- Mater Board on Board Project
  - Board level project to improve knowledge and understanding of the quality of clinical care being delivered to enable the board to hold the management team to account.
Mater Lean Academy

The Mater Lean Academy and the UCD School of Nursing, Midwifery and Health Systems partnership now provides the only university accredited complete Lean Six Sigma Healthcare pathway from White Belt to Black Belt.

"With the support of Prof Mary Day CEO Mater Hospital and Prof Conor O'Keane, it was agreed that a project to shorten Door To Needle Time at the Mater should be supported by the Mater Lean Academy. The early indicators are that this new pathway had made a big impact in expediting the acute initial assessment of suspected stroke patients in the Mater ED. The Mater Lean Academy greatly supported a wide array of departments at the Mater to work cohesively and effectively to deliver a new and more efficient pathway for assessment of suspected stroke patients."

Professor Sean Murphy - Consultant Physician in General Medicine, Medicine for the Older Person and Stroke
WHEN TO BEGIN?

No thanks!

We are too busy

NOW