



QA+I

QUALITY ASSESSMENT
& IMPROVEMENT

SPECIALIST
PALLIATIVE
CARE
May 2014

WORKBOOK

4

Better Health and Wellbeing

Supporting services to deliver quality healthcare



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.

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 contents within each Level are guiding prompts as to what a service should be achieving for that Level and are not specific criteria that must be in place. Progress through these ascending Levels of Quality assumes that the main aspects of quality within the previous Level have been achieved before you move to the next Level.

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 service user 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.

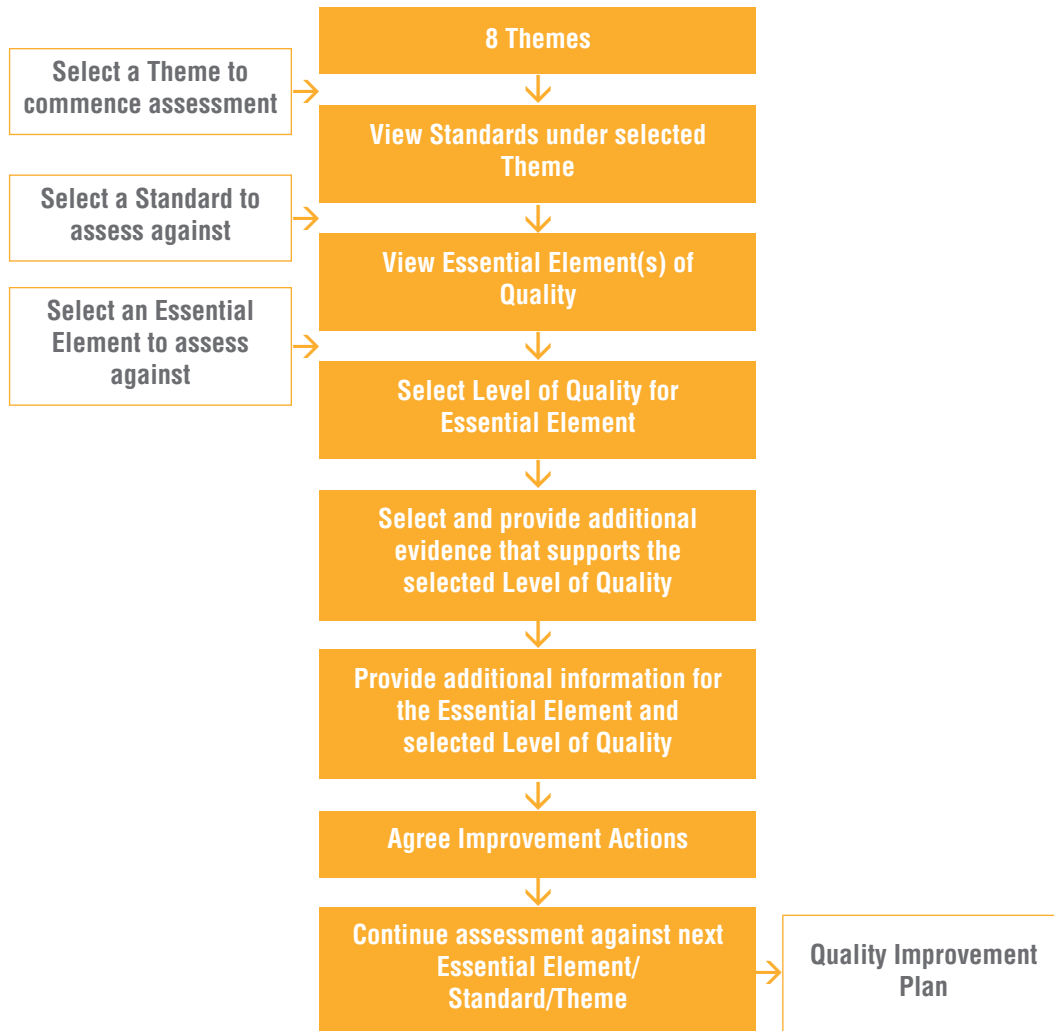
Similarly services may wish to consider the following bullets to guide them in providing additional information to support their assessment.

- 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 Person Centred Care and Support 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



1. PERSON CENTRED CARE AND SUPPORT

STANDARD	ESSENTIAL ELEMENTS	WHAT A SERVICE USER CAN EXPECT OR EXPERIENCE WHEN A SPECIALIST PALLIATIVE CARE SERVICE IS MEETING THIS STANDARD.
STANDARD 4.1 The health and wellbeing of service users re prompted, protected and improved	Supporting a Culture of Better Health and Wellbeing	Your Specialist Palliative Care service will work to optimise and promote quality of life for you, your family and the staff who provide your care.

STANDARD 4.1

The health and wellbeing of service users re prompted, protected and improved

Essential Element: Supporting a Culture of Better Health and Wellbeing

The Specialist Palliative Care (SPC) service focuses on creating a culture that optimises and maintains quality of life for its service users, families and staff through the patient care pathway.

LEVEL OF QUALITY	GUIDING PROMPTS	SELECT
Emerging Improvement (EI)	<ul style="list-style-type: none"> • There are arrangements that support the identification of palliative care priority needs and palliative care inequalities within the population. • There is clarity around individual and team responsibilities for promoting quality of life of service users and families. • Strategic objectives of the SPC service include efforts to maintain service users and families' quality of life and prevent any further inequalities in wellbeing in line with national policy. • Bereavement support is available to families based on their identified need. • Emotional support is available to staff and volunteers as needed and policies guide the provision of sensitive support. 	<input type="checkbox"/>
Continuous Improvement (CI)	<ul style="list-style-type: none"> • Programmes and initiatives are implemented in partnership with service users and families where appropriate as part of the service plan e.g. supporting the recommendations of the HSE Health Promotion Strategic Framework, (2011) • Agreed patient experience measures are developed and monitored. • Feedback from service users, family and staff is used to focus attention on quality of life issues within the SPC service. • Staff receive opportunities for necessary education and development to implement bereavement programmes and health promoting palliative care initiatives. 	<input type="checkbox"/>
Sustained Improvement (SI)	<ul style="list-style-type: none"> • Reports on implementation of structure, process and outcome measures are submitted to relevant governing committees with reciprocal feedback. • Evaluations of programmes are undertaken which informs improvement plans. 	<input type="checkbox"/>
Excellence (E)	<ul style="list-style-type: none"> • The SPC service works in partnership with other service providers and external agencies to optimise bereavement and health promotion programmes in palliative care. • The SPC service works with communities to promote wide use of best palliative care practices to enable healthy living. • Health inequalities relating to grief and loss are given high priority for joint collaborative working. • The learning from evaluations of local, national and international bereavement programmes and health promoting palliative care initiatives is shared within and external to the service. 	<input type="checkbox"/>

Evidence to verify selected level of quality

Examples

- Needs assessment informs health promoting palliative care initiatives and bereavement programmes.
- Implementation and evaluation of health promoting palliative care initiatives and bereavement programmes.
- Implementation plan for HSE Health Inequalities Framework (2010-12), where appropriate and relevant to palliative care.
- Implementation plan for the WHO Standards for Health Promotion in Hospitals where appropriate and relevant to palliative care.
- Findings from audits inform improvement plans to address health inequalities relating to quality of life, grief and loss and staff education programmes.
- Joint strategic plans relating to health promoting palliative care, quality of life and bereavement with other service providers, education bodies and local authorities e.g. Irish Hospice Foundation, All Ireland Institute for Hospice and Palliative Care; Irish Association for Palliative Care, Irish Cancer Society.

Add your own evidence

Additional information

Improvement Actions for Theme 4: Better Health and Well Being

Standard	Essential Element	Improvement Action	Responsible Team Member	Due Date