

Quality Time – The Value of Getting it Right

NOCA February 2021

Quality Assures Best Outcomes

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Quality Assures Best Outcomes

Presentation Themes

- Quality Assurance and its Impact on the Delivery of a Service and the Outcomes Achieved
- Commitment to Quality Always, including in Challenging Times and Ensuring it is a Priority
 - I say a Prerequisite
- Examples/Experience

Principles of good regulatory practice (WHO)

- Legality
- Impartiality
- Consistency
- Proportionality
- Flexibility
- Effectiveness
- Efficiency
- Clarity
- Transparency

Apply to Quality
thinking

Topical Example: Medicine/Vaccine Development and Authorisation

- Guidelines on Safety, Quality and Efficacy, Trial Design etc.
- Receipt of information on Quality, Safety and Efficacy
- Inspection and Assessment
- Reporting – European Public Assessment Report (EPAR)
- Approval/Conditional /Approval Point
- Follow up Obligations and on going Pharmacovigilance Reporting
- On going Review

Quality System – the Assurance of Best Outcomes

- Agree and document Standard Procedures
 - Implement / Do
 - Document / Record
 - Repeat
 - Review / Revise / Repeat
-
- “Show Me”
 - High Court Case example

Services HIQA Currently Regulates/Monitors

- Public and publically funded healthcare services
- Services provided by Tusla
- Nursing Homes: Public, Private and Voluntary
- Residential services for adults and children with a disability
- Children's Special Care Units
- Foster care and children's residential services
- Services using Ionising Radiation (Patient Exposure)



Quality System – the Assurance of Best Outcomes

There is a repeated and constant theme in HIQA's regulation of health and social care services and reported in many of their overview reports, showing a strong link between

- good governance
- good quality and safe services
- good outcomes and experiences of people using the service
- good levels of compliance

National Standards for Health and Social Care

National standards are a set of high-level outcomes that describe how services can achieve safe, quality, person-centred care and support. They are evidence-based and informed by engaging with those who use and provide our health and social care services.

Purpose: National Standards, approved by the Minister for Health, aim to promote progressive quality improvements in the care and support provided in health and social care services. The standards give a shared voice to the expectations of the public, people using services, service providers and staff working in health and social care services.

Healthcare standards

Acute

Community

Social Care Standards

Older Adults

People with Disabilities

Children

2012

2013

2014

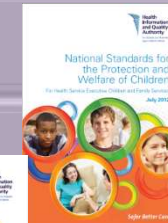
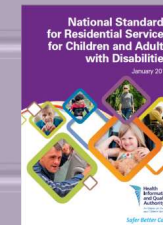
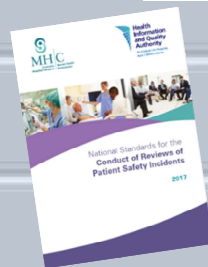
2015

2016

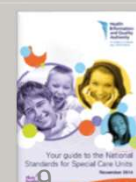
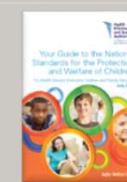
2017

2018

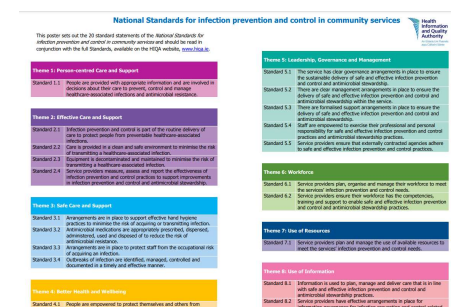
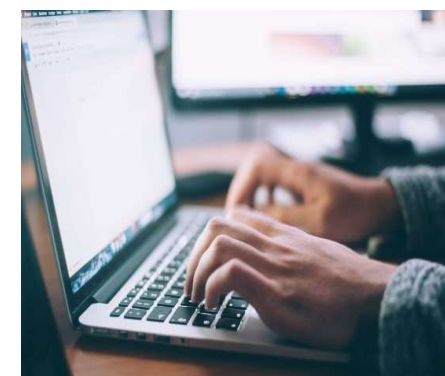
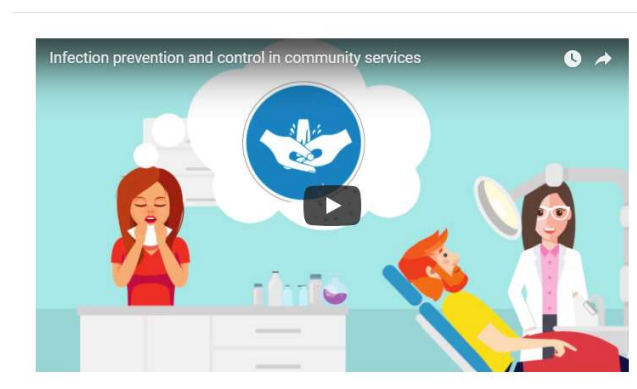
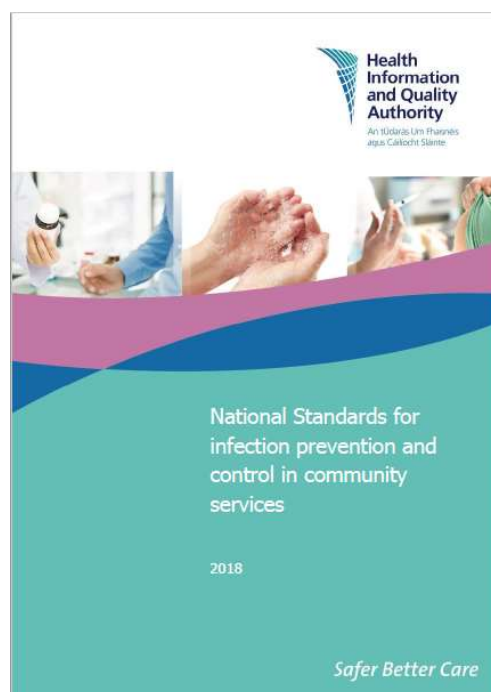
2019



Guidance



Standards for Infection prevention and control in community services

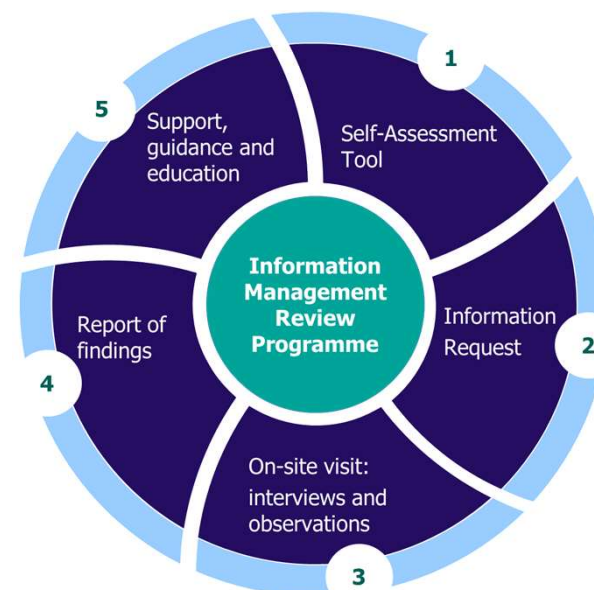
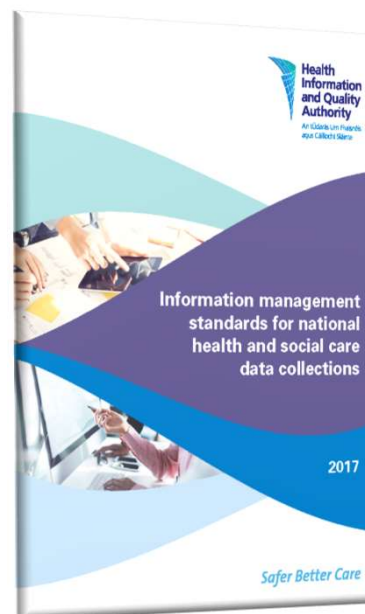


Implementation support tools include posters, leaflets, video animation and e-learning module

Review programme for national data collections in Ireland

National Data Collections reviewed:

- HSE BreastCheck – National Screening Service
- Hospital In Patient Enquiry System (HIPE) – Healthcare Pricing Office
- HSE Primary Care Reimbursement System (PCRS)
- HSE Computerised Infectious Diseases Reporting System (CIDR) - HPSC
- National Incident Management System (NIMS) within HSE



PHASE 1

Q1 2018

BreastCheck

Q2 2018

Q3 2018

HIPE

Q4 2018

PCRS

Q2 2019

CIDR

PHASE 2

Q1 2021

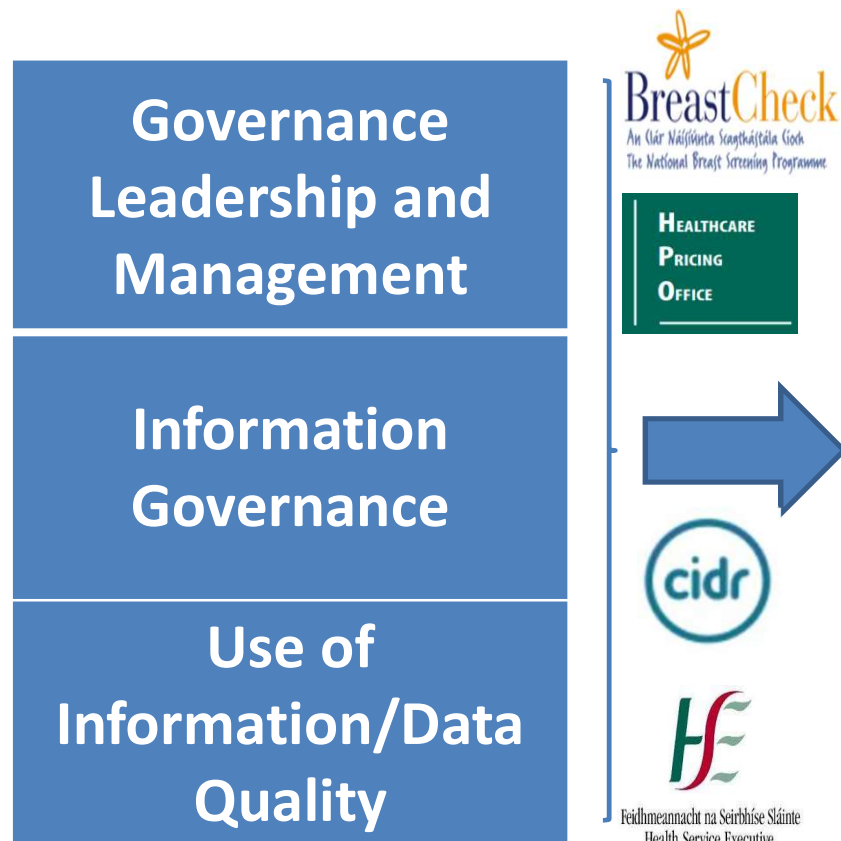
NIMS

Timeline for publication of reviews

On-going support to Guidelines

- Care of the dying adult
- Chronic obstructive airways disease
- Healthcare acquired infection
- Intraoperative massive haemorrhage
- Diagnosis and treatment of tobacco addiction
- Sepsis
- National Early Warning Score
- Under-nutrition
- Clinical risk in pregnancy

Driving improvements in quality of national health information in Ireland



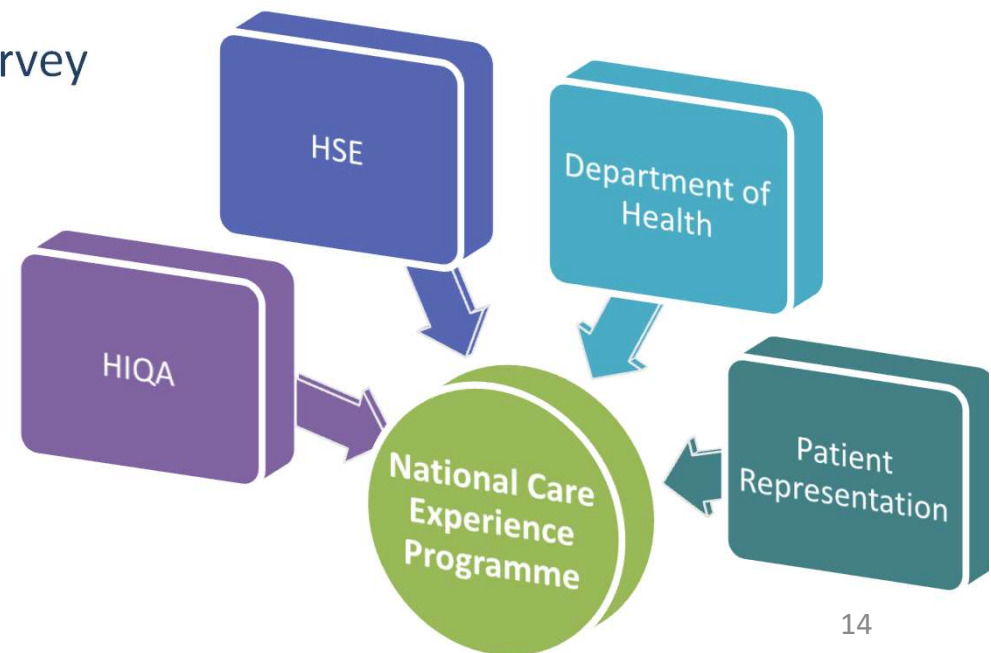
Key recommendations across review programme:

- Need for enhanced governance, leadership and management through effective oversight structure to support information management
- Need for strategic planning in relation to information management
- Need for formal scheme of delegation detailing roles and responsibilities
- Effective assurance framework in relation to information governance
- Need for Data Quality Framework and an accessibility and dissemination plan to optimise the use of information.

WHAT IS THE NATIONAL CARE EXPERIENCE PROGRAMME?



- Programme established in 2019
- To encourage people to share their experiences of care and to use this information to improve the quality and safety of these services
- The parent body for the National Maternity Experience Survey and the National Patient Experience Survey
- The following surveys are planned:
 - Care of women bereaved by stillbirth & neonatal death
 - Older person's care
 - End of life care



ROLES AND RESPONSIBILITIES



- provides direction in terms of policy and legislative requirements
- promotes capture of patient experience data across the healthcare sector
- uses data to inform national health policy and planning



- as **lead partner**, coordinates and manages the project
- develops and refines survey models & methodologies
- implements surveys with support of all partners
- provides oversight and produces reports



- At national level:
- coordinates and communicate with hospitals and hospital groups
 - embeds learning to improve quality of care
- At Hospital Level:
- collates sample group (data extraction)
 - Conducts data quality checks, death checks



- represents the health and social care user throughout the programme development and implementation

Health Technologies

Any intervention used to promote health, diagnose or treat disease, or used in rehabilitation or long-term care, e.g.

Medicines

Medical devices

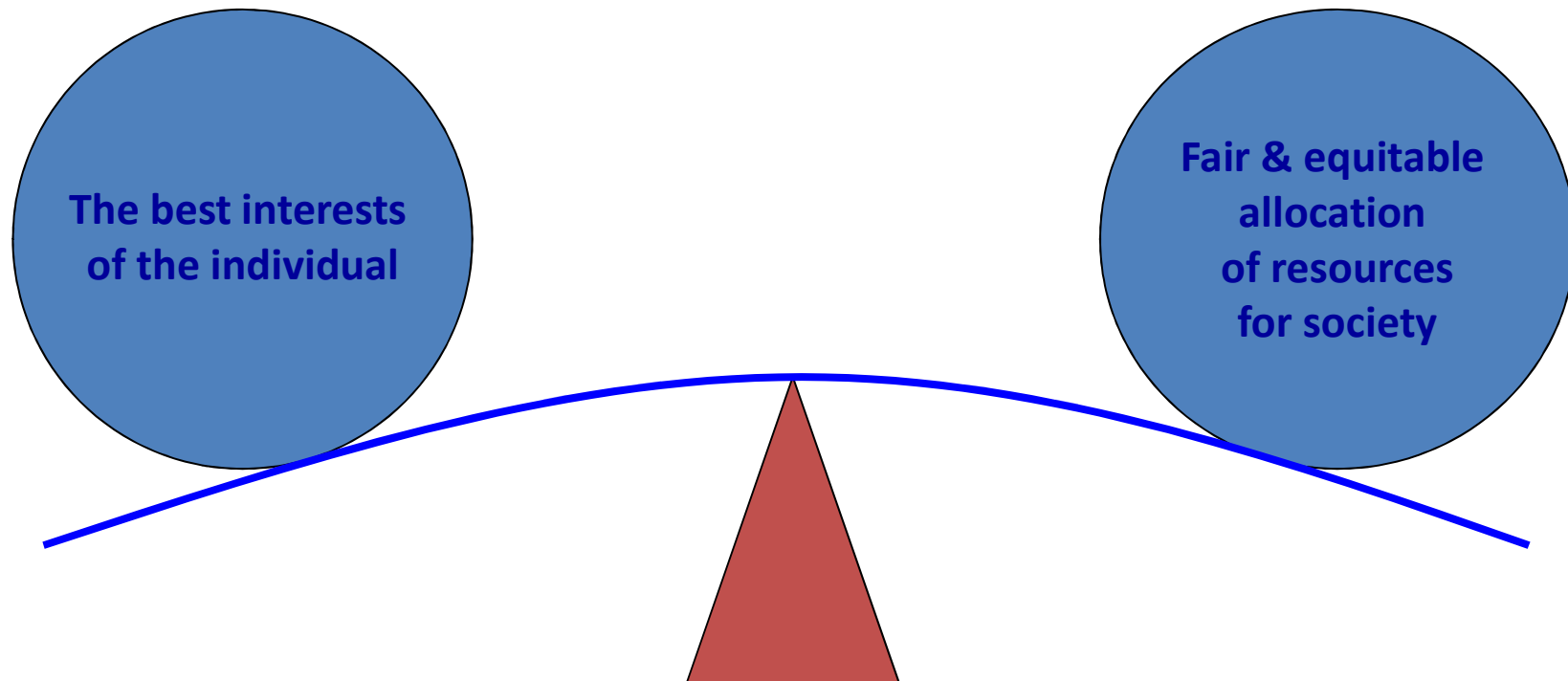
Diagnostics

Surgical procedures

**Organisational &
support systems**

Why do we need Health Technology Assessment (HTA)?

- Limited resources
- Unlimited 'wants' and new technologies
- Choosing between which 'wants' we can 'afford' given our finite resources and budget



Health Technology Assessment

Science

Patient
wishes

Industry
claims



Decision
making

"HTA is a decision support tool"

Multidisciplinary process, summarises information about

- *Safety*
- *Clinical and cost-effectiveness*
- *Budget impact*
- *Organisational impact / resource implications*
- *Social and ethical issues*

related to use of a health technology in a systematic, transparent, unbiased and robust manner

HTAs by HIQA

- Advice to the Minister
 - Pre-exposure prophylaxis for HIV
 - HPV vaccination
 - Priority-1 transfer
 - HPV DNA cervical screening
 - Smoking cessation
 - Selective BCG vaccination
 - National defibrillation programme
 - Prion filtration to reduce risk of vCJD transmission via blood supply
 - Colorectal cancer screening
- Advice to the HSE
 - Point of care testing to guide antibiotic prescribing
 - Mechanical thrombectomy for ischaemic stroke
 - Chronic disease self management
 - Screening for atrial fibrillation in primary care
 - Scheduled procedures referral thresholds
 - Robot-assisted surgery

■ HRB-CICER

- dedicated multidisciplinary research team
- based in HIQA & HRB Centre for Primary Care Research - Royal College of Surgeons in Ireland (RCSI)
- national and international clinical and methodological experts

■ HRB

- €2.25 million over a 5-year period
- Produce evidence to support the development of National Clinical Guidelines and National Clinical Audit



Since Early March 2020... Much has changed

- The need to contribute to the National Responses
- The public health implications
- New ways of working:
 - Remote working (internal challenges)
 - Research and Evidence
 - Reporting data and information (information deficits)
 - Regulating –Support, inspection, reporting
 - Rapidly changing circumstances and knowledge
 - Reacting and Responding to events

Quality Assures Best Outcomes

Presentation Themes

- Vital Role of Quality Assurance and its Impact on the Delivery of a Service and the Outcomes Achieved
- Commitment to Quality Always, including in Challenging Times and Ensuring it is a Priority
– I say a Prerequisite
- Thank you