



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Draft National Standards for Safer Better Healthcare

Consultation Document

Your Guide for Consultation



Patient Safety **1** First
Working together for quality services

What is the Health Information and Quality Authority?

The Health Information and Quality Authority (the Authority) is the independent organisation set up by law in charge of improving health and social care services in Ireland.

The reason the Authority was set up was to make health and social care services safer and better for people in Ireland. We are responsible for services provided by the Health Service Executive (HSE), voluntary organisations and private companies.

Reporting directly to the Minister for Health and Children, the Health Information and Quality Authority has statutory responsibility for:

Setting Standards for Health and Social Services —

Developing person centred standards, based on evidence and best international practice, for health and social care services in Ireland (except mental health services)

Social Services Inspectorate — Registration and inspection of residential homes for children, older people and people with disabilities. Inspecting children detention schools and foster care services. Monitoring day and pre-school facilities¹

Monitoring Healthcare Quality — Monitoring standards of quality and safety in our health services and investigating as necessary serious concerns about the health and welfare of service users

¹ *Not all parts of the relevant legislation, the Health Act 2007, have yet been commenced.*

Health Technology Assessment — Ensuring the best outcome for the service user by evaluating the clinical and economic effectiveness of drugs, equipment, diagnostic techniques and health promotion activities

Health Information — Advising on the collection and sharing of information across the services, evaluating information and publishing information about the delivery and performance of Ireland’s health and social care services



The Health Information and Quality Authority is a signatory to Patient Safety First - an awareness raising initiative through which healthcare organisations declare their commitment to patient safety. Through participation in this initiative, those involved aspire to play their part in improving the safety and quality of healthcare services. This commitment is intended to create momentum for positive change towards increased patient safety.

What is the background to this work?

The Health Act 2007 is the piece of law that gives the Authority its powers over health and social care services in Ireland.

Under this law, the Authority is responsible, among other things, for developing national standards for health and social care services (excluding mental health services).

In this document, the word “service” refers to any service, facility or organisation that provides healthcare.

Why are these standards important?

The purpose of these standards is to help the public and people who use healthcare services understand what a high quality, safe healthcare service looks like.

In particular, the standards will:

- make sure that providers are accountable to the public, service users and those that fund them
- help the people in charge of services identify what they are doing well, and where they need to improve
- help make sure that the quality and safety of services is the same no matter where you live in Ireland or what health service you use – no matter where the service is, it should be safe
- give information on what should be in place for day-to-day services to be safe and effective.

The Authority will develop general and specific guidance. This guidance will outline examples of steps service providers can take to meet the standards.

How can I have my say?

It is really important that we hear people's views on what they think makes healthcare safe.

We are publishing these draft standards so that you can have your say and tell us what you think about the standards.

**The closing date for receipt of comments
is 4 November 2010.**

After the consultation, we will look at all the comments and use them to finalise the National Standards for Safer Better Healthcare.

There are two (2) ways to tell us what you think:



You can download a feedback form at www.hiqa.ie and email it to us at consultation@hiqa.ie

OR



You can print off a copy of the feedback form at www.hiqa.ie and post it to us at:

Health Information and Quality Authority
National Standards for Safer Better Healthcare
Consultation
George's Court, George's Lane,
Smithfield, Dublin 7

For further information or if you have any questions:



You can talk to the consultation team by calling
(01) 8147446

How were the draft standards developed?

We set up an expert advisory group to help us write these standards. This group included:

- people who represent service users
- service providers
- clinicians (for example, doctors, surgeons and nurses)
- people responsible for training clinicians
- staff from the Department of Health and Children
- staff from the HSE.

We also reviewed relevant national and international information on the area of quality and safety in healthcare.

Who do the standards apply to?

We have designed these standards to apply to all healthcare services because we believe that it is essential that all services provide high quality, safe healthcare.

Under current law, all healthcare services provided by or on behalf of the HSE will be monitored to make sure they are following these standards.

In the future, it is intended that service providers will require a license in order to provide healthcare services.

How are the standards structured?

The standards are grouped according to eight (8) themes as follows:

- person-centred care
- leadership, governance and management
- effective care
- safe care
- workforce
- use of resources
- use of information
- promoting better health.

The Standards

Each standard describes the outcome required to contribute to quality and safety of healthcare.

There are a number of criteria for each standard that, taken together, will help towards achieving the standard.



Themes for Quality and Safety

Theme 1: Person-Centred Care

The Standards for Person-Centred Care

- 1.1** Service users' needs and preferences are at the centre of service design, planning and delivery.
- 1.2** Service users actively participate in the provision of their own care.
- 1.3** Service users are treated with consideration and respect.

Theme 1: Person-Centred Care

Healthcare service providers should focus their work on the needs and preferences of services users rather than on the convenience of the service provider. Care is respectful of the values and responsive to the rights and needs of service users. The wishes and needs of each individual must also be balanced with those of others. Service providers have to listen to all their service users and enable them to play a part in their own care and have a say in how the service is run.

What this means for service users

- your preferences and views are taken into account when and where services are provided
- you are given information that helps you in making decisions about your care
- you understand and give your permission for, or agree to, any examinations, care, treatment and support which you may receive.

Theme 2: Leadership, Governance and Management

The Standards for Leadership, Governance and Management

- 2.1:** Service providers develop and implement clear plans that incorporate the views of clinicians, service users and the public.
- 2.2:** Service providers have clear leadership, accountability, governance and management arrangements to achieve the delivery of high quality, safe and reliable healthcare.
- 2.3:** Staff at all levels are enabled to take responsibility for the quality and safety of care through transparent and effective accountability arrangements.
- 2.4:** A structured quality improvement and learning system is in place which enables the delivery of high quality, safe healthcare.

Theme 2: Leadership, Governance and Management

Service providers should have effective leadership, planning, decision making, communication, and accountability so that they respond to the needs of communities and individuals.

Service providers should plan carefully how services are delivered so that they are able to provide the best care and they should improve the way they work all the time. Leadership, governance and management is not only about what managers do, it encompasses the way clinicians work together and make decisions about patient care.

What this means for service users

- the people responsible for planning and delivering services make a point of finding out what is important to service users and build these views into plans for services
- you can expect that the service is led by a suitable and competent individual who has the appropriate training and experience to undertake the role
- you can expect that everyone working in the service has a clear understanding of their role, accountability, responsibility and authority in delivering you the best possible care
- you can be sure that if anything has gone wrong in the past, the service has made changes to prevent the same thing happening again or minimise the risk of it happening again.

Theme 3: Effective Care

The Standards for Effective Care

- 3.1:** Care meets service users' assessed needs and is based on best available evidence and information.
- 3.2:** Service providers deliver care using service models designed for high quality, safe and reliable healthcare.
- 3.3:** The quality of care is continuously monitored and improved.
- 3.4:** Care is actively coordinated and integrated within and between services.
- 3.5:** Care achieves best possible clinical outcomes for service users.

Theme 3: Effective Care

Services should be as clinically and cost effective as possible. Service providers should aim to deliver the best achievable health outcomes for the resources used through the evaluation and use of best available clinical evidence. Service users' individual needs are all different and effective care takes account of this. Services should ensure that each service user receives well coordinated care and the right care for them at the right time and in the right place.

What this means for service users

- your needs are assessed by talking to you and examining you so that you receive the right care for your needs and the best possible care outcomes for you
- the service works to provide your care based on the most up-to-date knowledge of what works best and what has been agreed nationally to be the best approach
- you can expect to benefit from high quality, safe healthcare delivered by an organisation that regularly checks how well it is performing, cooperates with monitoring programmes and participates in improvement activities
- where more than one provider, service, team or individual is involved, or where you are moved between services, including where your care is transferred to another service, you can expect to receive safe and coordinated care, treatment and support
- the service evaluates the outcomes of your care so that it can make any changes that will improve the care provided by the service.

Theme 4: Safe Care

The Standards for Safe Care

- 4.1:** Service providers protect the safety, health and welfare of service users.
- 4.2:** Service providers plan and deliver services to minimise risks to service users associated with the delivery of care.

Theme 4: Safe Care

It is important that people who use a healthcare service are as safe as they can be and the risks are minimised. No healthcare process can be completely without risk and sometimes things can go wrong. Services should anticipate these events and prevent them where possible. When things do go wrong, the service should minimise the adverse impact and learn from what has happened.

What this means for service users

- the service is not just reacting when things go wrong; it is actively looking for ways to make its care provision safer
- if something does go wrong in your care, the service will be open and honest with you about it as soon as practicable after the event has been identified.

Theme 5: Workforce

The Standards for Workforce

- 5.1:** Service providers plan, organise and manage their workforce to achieve their objectives for high quality, safe healthcare.
- 5.2:** Service providers recruit people with the required competencies to provide high quality and safe care.
- 5.3:** The workforce have and maintain the competencies required to deliver high quality and safe care.
- 5.4:** Service providers support their workforce in delivering high quality, safe care.

Theme 5: Workforce

People providing healthcare are an important resource and a crucial success factor for high quality, safe and reliable services. The service provider should plan carefully so that the people working in the service can be as effective as possible. In each service, a skilled and knowledgeable workforce should be recruited, developed, maintained and empowered to provide and continuously improve high quality, safe care.

What this means for service users

- you can expect that at all times staff caring for you are sufficiently qualified, skilled and experienced to meet your care requirements
- all staff providing your care have been recruited following effective recruitment procedures to ensure that they have the required qualification, skills, abilities and experience necessary to perform the work and are registered with the relevant professional body, where this is required
- you can expect that everyone involved in providing your healthcare receives appropriate training, professional development, supervision and appraisal so that they provide you with high quality, safe healthcare
- service providers identify concerns about the performance of a member of the workforce promptly and necessary actions are taken to protect service users.

Theme 6: Use of Resources

The Standards for Use of Resources

- 6.1:** Service providers plan and manage the use of resources to achieve quality and safety efficiently and sustainably.
- 6.2:** Service providers have effective arrangements in place to deliver the best possible quality and safety for the money spent.

Theme 6: Use of Resources

Service providers should use their resources to deliver the best possible health outcomes for service users. The resources available for healthcare are finite, whether publicly or privately funded. Improving the quality and safety of care requires making best use of the resources available, not necessarily using more resources. As natural resources become scarcer and rise in cost, these must be conserved and used as efficiently as possible.

What this means for service users

- you can be confident that the service provider is able to meet the financial demands of providing high quality, safe healthcare
- you can expect that service providers take steps to identify and reduce any waste of resources.

Theme 7: Use of Information

The Standard for Use of Information

7.1: Service providers actively collect, manage and use quality information as a resource in delivering and improving the quality and safety of care.

Theme 7: Use of Information

Accurate, valid, timely and relevant information should be available to support decision making at all levels of a service, including at the point of clinical decision making. It is important that information systems gather information that is accurate and reliable for monitoring of performance and supporting clinical audit.

What this means for service users

- the service uses information to make better decisions about your care
- personal information about you is kept securely and safely.

Theme 8:

Promoting Better Health

The Standard for Promoting Better Health

8.1: Service providers promote, protect and improve the health of service users.

Theme 8: Promoting Better Health

Promoting better health means supporting people to make healthy choices. All interactions between healthcare service providers and service users represent an opportunity to promote improvement in health by passing on information, advice or encouragement to help people to increase control over their health and the factors that affect it.

What this means for service users

- you can expect that you will receive advice, information, education and support to improve your control over your own health

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