

Photocall — HRB-CICER at Rapid Response Conference



Pictured left to right are Dr Miriam Bell, Co-Chair, National Early Warning Score (NEWS) Guideline Development Group (GDG); Dr Sinéad O'Neill of our HRB-CICER team and Ms Siobhán Connors, Critical Care Outreach at Tallaght University Hospital, Dublin, and member of the NEWS GDG. They are pictured at the Rapid Response Conference in Manchester, in July, with their poster presentation on educational interventions for early warning scores.

Message from our CEO



Welcome to the latest issue of *HIQA News*. In this issue, we report on a number of important developments in the fields of health technology assessment, regulation, standards development and the views and experiences of patients.

As our remit is set to grow, we are currently developing our next corporate plan for 2019 to 2021, which is aimed at continuing our mission to improve standards across health and social care services.

Working with people providing these services and listening to people receiving them is an effective driver of change, and we plan to continue this approach under the new corporate plan.

How we can improve how we ourselves develop standards is currently the focus of a major review being taken by HIQA, and to this end we have consulted with a large number of health agencies and organisations around the world.

The findings from this review will help inform our approach to the 2019–2021 corporate plan. Also influencing our work is the voice of people using health and social care services, across a range of areas.

In this issue of *HIQA News*, we report on our public consultation on a draft health technology assessment (HTA) of extending the current Human Papillomavirus (HPV) immunisation programme to include HPV vaccination of boys.

This is one of four public consultations that we currently have underway, as we are also seeking your views on:

- national standards for adult safeguarding
- a draft standard on the information requirements that will be needed for the introduction of community-based ePrescribing in Ireland
- a health information standard to specify the clinical information needed for a national electronic patient summary.

All these initiatives will have a far reaching impact on the quality and safety of services into the future. Meanwhile, thanks to all who have contributed to date to the 2018 National Patient Experience Survey; so far, we have received over 20,000 comments from patients about services.

In this issue of *HIQA News*, we report on the other work of our Health Information and Standards team, and of our valued inspection teams who play a key role, with your help, in improving day-to-day standards in hospitals, children's services, nursing homes and residential centres for people with disabilities.

Until the next time, best wishes.

Phelim Quinn

Public consultation on HTA of HPV vaccination of boys



Dr Máirín Ryan, HIQA's Deputy Chief Executive and Director of Health Technology Assessment

We have begun a public and targeted consultation on our draft health technology assessment (HTA) on extending the current Human Papillomavirus (HPV) immunisation programme to include HPV vaccination of boys.

On average, 539 cases of cancer associated with HPV infection are diagnosed every year in Ireland, including cervical, anal, penile, vaginal, vulvar and oropharyngeal cancers. Oropharyngeal cancer occurs three to four times more frequently in men than women.

HPV infection is also responsible for genital warts, with 90% of these caused by HPV types that are included in the vaccine. Since 2010, Ireland has a nationally funded, school-based, girls-only HPV immunisation programme.

Dr Máirín Ryan, HIQA's Deputy Chief Executive and Director of Health Technology Assessment, comments: "From reviewing the evidence, our HTA has found that HPV vaccines are safe and effective at preventing infection with HPV. Extending the current girls-only HPV immunisation programme to include boys would reduce HPV-related disease in males and females in Ireland, improving patient-related outcomes and reducing mortality from HPV-related cancers."

Our draft report was published on 24 July 2018, and the public consultation period will last until Friday 7 September 2018. HIQA welcomes comments from the public and all interested parties. The [draft report can be found here](#).

The [online survey can be completed here](#).

[More information on the public consultation can be found here](#).

Meanwhile, in other HTA news, our HRB-CICER team has begun work on the following three systematic reviews, with the protocols reviewed and accepted on [the PROSPERO database](#).

- Systematic review of nutritional screening tools for adult patients in acute hospital settings. (Registration number CRD42018102358.)
- Diagnosis and staging of patients with ovarian cancer — a systematic review of cost-effectiveness. (Registration number CRD42018104527.)
- Management of chronic obstructive pulmonary disease (COPD) in adults — a systematic review of cost-effectiveness. (Registration number CRD42018102617.)

HRB-CICER will conduct these reviews to inform the development of national clinical guidelines which have been prioritised by the National Clinical Effectiveness Committee (NCEC).

2018 National Patient Experience Survey Programme



Thanks to everyone who participated in the 2018 National Patient Experience Survey, and those who encouraged and helped patients to take part. Over 27,500 people were invited to tell us about their hospital experience in this year's survey.

We have received approximately 13,362 responses to date, which corresponds to a 49% response rate.

The survey closed during the week of 26 July 2018, the second such national survey we have conducted. We have invited people who had been discharged in May from

one of the 40 participating public acute hospitals in Ireland to tell us about their experience.

Open-ended questions in the survey encourage participants to provide additional information, in their own words, on their experience in hospitals. To date, we have received over 20,000 comments in response to these questions in the 2018 survey.

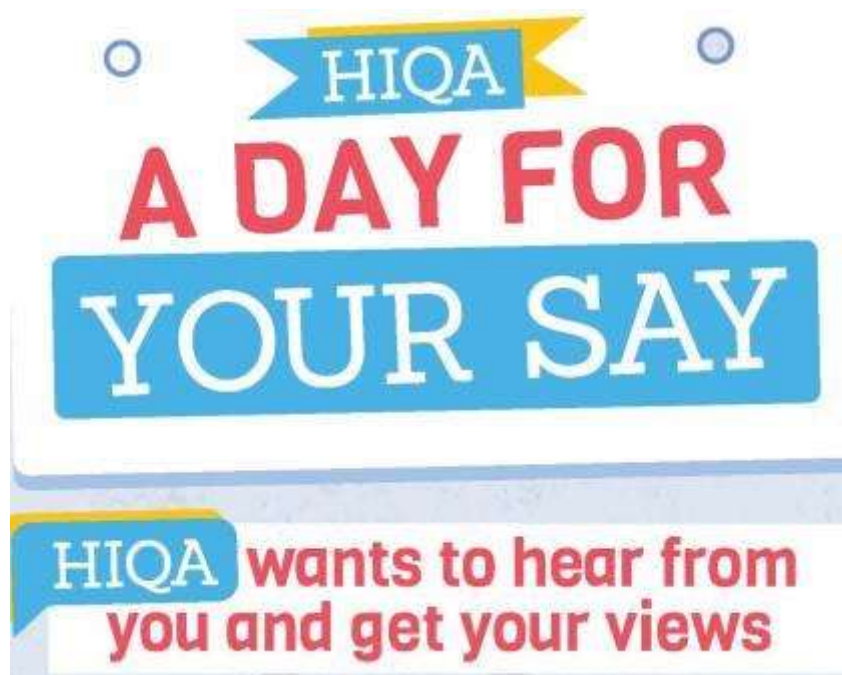
We have been anonymising the feedback we have received and have been sending back this anonymised information to the hospitals concerned to ensure that they are aware as quickly as possible about their patients' recent experiences.

These qualitative responses are a rich source of information for the hospitals that help them to inform their quality improvement plans. [Examples of the impact of patients telling us about their experience can be found by clicking here.](#)

The findings from the survey will be published in early November 2018. We will also make the data available through an interactive, online reporting tool, which will allow the public and service users to view their hospitals' responses in an accessible format.

All of the results, alongside the quality improvement plans, can be found on www.patientexperience.ie from mid-November. You can follow our progress on www.patientexperience.ie or on [twitter](#) and [facebook](#).

HIQA to host nursing home information and engagement events



We are looking forward to our upcoming information and engagement sessions with residents and their families and nursing home providers and staff.

We are organising four of these events throughout the country:

- Dublin on Wednesday 12 September
- Galway on Thursday 11 October
- Dublin on Thursday 8 November
- Cork on Wednesday 21 November.

The days will begin at 2pm with afternoon sessions for stakeholders, nursing home registered providers and persons in charge.

We will also have an evening session where we are inviting residents and their families to come along and chat to us about the experience of life in a nursing home.

More information will be communicated ahead of each of these events.

If you are interested in attending, please contact:

- adayforyoursay@higa.ie for more information on the evening session for residents and families
- DCOPproviderforum@higa.ie if you want more information on the afternoon session for stakeholders, nursing home registered providers and persons in charge.

We look forward to meeting you on the day.

Quality of life and person-centred care in nursing homes



The [National Standards for Residential Care Settings for Older People in Ireland](#) (2016) place a strong focus on quality of life and a person-centred approach to care for all nursing home residents.

The standards focus on the right of every resident to exercise choice about their daily activities and advocate that resources are planned and managed in a manner which provides person-centred, effective and safe services and supports for residents.

We would expect to see every nursing home complying with the regulations as a minimum — while on their way to reaching and exceeding the National Standards. HIQA recently published its [Overview of HIQA regulation of social care and healthcare services 2017](#), which includes our work in nursing homes.

We would like to acknowledge the 136 nursing homes that were found to be fully compliant with the regulations during inspections carried out in 2017. A like-for-like comparison between 2016 and 2017 shows that the number of fully-compliant centres has almost doubled from 15% to 27%.

This increase is evidence of a commitment to improve the lives of residents by those who work in nursing homes all over the country. Similar to 2016, these services had one vital aspect of care in common — they had a strong and consistent governance structure in place that promoted a culture of person-centred care.

In particular, we note the increasing numbers of registered nursing home providers who are extending their services to support older people to enjoy the best possible physical and mental health and wellbeing and to participate in economic, social, cultural, community and family life.

The requirement to provide for social activities is [set out in the relevant regulations](#). These regulations require centres to support residents to participate in activities in line with their interests and capabilities. These arrangements must be clearly outlined in the statement of purpose for the nursing home.

Our Older Persons' Team continues to implement its Enhanced Monitoring Approach in nursing homes, with the first reports under this new system now being published. In tandem with this, HIQA has inspected almost one in two nursing homes across Ireland so far this year.

We continue to maintain regular contact with registered providers of nursing homes through our system of processing regulatory notices and renewal of registrations. We would like to thank them for their ongoing commitment to improving the safety and quality of care for older people in Ireland.

For the first half of 2018, we completed 312 inspections of nursing homes. Of these, 115 inspections were carried out to inform a new registration application or application to vary an existing condition or to renew registration. In addition, 126 inspections focused on monitoring compliance.

As we reach the half-way point of the year, we have maintained a focus on dementia care in nursing homes. This continues to be important due to the increased vulnerability of people who have dementia. In the first half of 2018, we had completed 71 of these inspections, which have had a quality-improvement focus.

News from our Disability Team



Finbarr Colfer, our Deputy Chief Inspector of Social Services

Our Disability Team is liaising closely with the providers of 45 residential centres for people with disabilities in order to progress a registration decision by HIQA about these centres.

The first cycle for HIQA registration of centres ends on October 31 of this year and these 45 centres have yet to complete their first cycle of registration with HIQA.

Finbarr Colfer, our Deputy Chief Inspector of Social Services, comments: “The Health Act 2007 requires us to have all centres registered, and in order to comply with this requirement, we have to issue all notices of proposal to register in early September — with all notices of decision issued by 3 October 2018.”

We are continuing to progress all renewals of HIQA registration. Overall, our inspection findings indicate providers are maintaining a good standard of compliance with regulations.

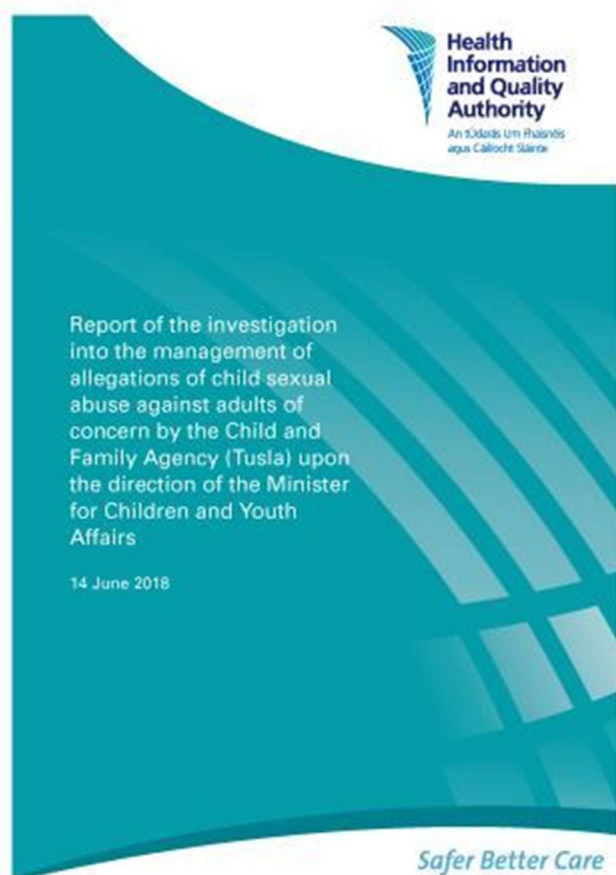
Finbarr Colfer stated: “However, a small number of centres have failed to implement their conditions of registration, and HIQA is responding to these breaches of conditions, which in some cases unfortunately may result in a risk that the registration of those centres could be cancelled.

“HIQA is mindful that cancelling the registration of a centre can result in significant upheaval and disruption for residents. Providers are given every opportunity to address issues identified, and we will assess if they have made sufficient progress and will then make a decision on the registration of these centres.”

Meanwhile, the disability pillar within HIQA has experienced an increase in the number of centres being regulated (1,141 currently compared to 927 in 2013). In order to ensure we can provide efficient regulatory oversight of these centres, we will in the near future be reconfiguring our operational areas into six regions.

We will be communicating with providers about the changes ahead of their introduction.

Children's Team news update



Our Children's Team continues to monitor children's residential centres, and is completing the follow-up foster care inspection programme in each of the four Child and Family Agency (Tusla) regional areas: West, South, Dublin North East, and Dublin Mid-Leinster.

All published inspection reports are available on our website, www.hiqa.ie.

Meanwhile, based on the findings of our recent investigation, HIQA — in consultation with Tusla, the relevant professional organisations and children's advocacy groups — will begin the design in 2018 of an inspection programme to promote improvement in child protection and welfare services.

In June, HIQA published its findings and recommendations of the statutory investigation, carried out upon the direction of the Minister for Children and Youth Affairs, into the management of allegations of child sexual abuse against adults of concern by the Child and Family Agency (Tusla).

During the investigation, our Investigation Team found many examples of good practice by committed Tusla staff in how they were managing allegations of child sexual abuse and retrospective abuse (allegations made by adults about being abused when they were children).

Ann Ryan, our National Head of Programme, Children's Services, commented: "Tusla staff were openly committed to child protection and welfare, and a number of managers openly took on board the investigation's findings at that time and immediately addressed any risks identified.

"Similar to earlier inspection findings, Tusla appropriately responded to children who were judged to be at immediate and serious risk of harm. In these situations, there was good cooperation between Tusla and An Garda Síochána in taking protective action to ensure that children were safe."

Furthermore, Tusla has strategically developed some dedicated teams for managing cases where adults allege they were abused when they were children. There was evidence to show that this approach is helping to increase the effectiveness of how retrospective child sexual abuse referrals are managed.

The investigation identified three defective points in Tusla's system of managing all child sexual abuse referrals, including retrospective referrals, which Tusla must now address as a matter of urgency. These were:

- a. screening and preliminary enquiry
- b. safety planning
- c. management of retrospective cases.

In its report, HIQA made four main recommendations for the Department of Children and Youth Affairs and for Tusla, in addition to other actions which Tusla must urgently take.

These include the Department setting up an expert quality assurance and oversight group to support and advise on implementing the report's recommendations and the Department and Tusla seeking the assistance of the higher education and training bodies to create formal career-paths for students and graduates to reinforce child protection and welfare services.

In addition, the Department of Children and Youth Affairs with the assistance of Tusla will undertake an international review of best practice in the regulation of children's social services in order to inform the development of a regulatory framework for these services in Ireland.

The [report is available on our website here](#).

Prevention and control of healthcare-associated infections in public acute hospitals



Sean Egan, HIQA's Head of Healthcare Regulation

We have been continuing with our unannounced hygiene inspections in public acute hospitals against the 2017 [National Standards for the prevention and control of healthcare-associated infections](#).

These inspections are the first to have been conducted by HIQA following the declaration of a national public health emergency plan to address a very resistant type of bacteria called CPE.

CPE (Carbapenemase Producing Enterobacteriaceae) can cause serious healthcare-associated infections. The Minister for Health declared the emergency plan in October 2017.

Sean Egan, HIQA's Head of Healthcare Regulation, said: "Our inspections have focused on how hospitals are implementing the National Standards, with a particular examination of how their implementation ensures that patients are being protected against the CPE threat."

You can read all our published inspection reports on our website, www.hiqa.ie. In a related development, our Healthcare Team is also commencing a specific programme of inspection in the area of reusable medical device decontamination and reprocessing.

Decontamination and reprocessing of reusable medical devices is a recognised area of risk in relation to the transmission of infection in hospitals. Inspections in this area are due to start in the coming months.

A guide to HIQA's programme of monitoring the decontamination and reprocessing of reusable medical devices in public acute hospitals was published on 4 July 2018 and [can be found here](#).

New guide to maternity services monitoring programme



Our Healthcare team has published a guide to our new monitoring programme against the *National Standards for Safer Better Maternity Services*.

The guide was published on 19 July 2018 [and is available here](#).

It is intended that all maternity units will be inspected under the programme, with inspections due to start in the coming months.

International review to inform how we develop National Standards and guidance



Linda Weir, HIQA's Standards Manager

Our Standards Team has reviewed how a number of health and social care organisations and agencies from across nine jurisdictions develop national standards and guidance for their particular healthcare and social care services.

This review involved the HIQA Standards Team conducting teleconference calls with key experts from each of the health and social care agencies to discuss their processes and their future direction and priorities.

We are very grateful for the assistance of these agencies, which are located in:

- ♣ England
- ♣ Scotland
- ♣ Wales
- ♣ Northern Ireland
- ♣ Australia
- ♣ New Zealand
- ♣ Denmark
- ♣ Ontario
- ♣ Sweden.

Linda Weir, HIQA's Standards Manager, comments: "The findings from the international review informed our discussions on HIQA's upcoming Corporate Plan 2019–2021, which will include our future plans for developing national standards and guidance for health and social care services.

"This international review, along with a comprehensive engagement with internal and external informed and interested parties, has helped to improve HIQA's current methodology for developing national standards and guidance for health and social care services in Ireland."

The findings from the international review will be published on the HIQA website later in 2018.

Draft national standards for adult safeguarding



HIQA and the Mental Health Commission have jointly developed draft national standards for adult safeguarding for public consultation.

When finalised, these standards will provide a framework for best practice in safeguarding adults in health and social care settings in Ireland.

A seven-week public consultation was launched on 1 August 2018 to gather different viewpoints on the draft standards from people using health and social care services, their families, and the staff and organisations providing health and social care services.

More information on this public consultation is available on www.hiqa.ie and www.mhcirl.ie.

Further information

Read the [background document](#) that HIQA and the MHC have published, summarising international, national and academic evidence for adult safeguarding.

A short video has also been created by HIQA and the Mental Health Commission about what safeguarding is and how it is connected to people's rights, health and wellbeing.

Watch our [video](#) on what safeguarding is.

Read [the opening address on adult safeguarding standards by HIQA's Chief Executive delivered during the Adult Safeguarding Seminar on 9 May 2018.](#)

For further information or if you have any questions, you can email the Standards Team at standards@hiqa.ie or call 01 814 7400 and ask to speak to a member of the Standards Team.

Watch our video on draft national standards for adult safeguarding



Update on infection prevention and control in community services

Our Standards Team has started to develop guidance to support community health and social care services in Ireland on the implementation of infection prevention and control standards that will apply to their services.

In a related development, the team is currently preparing a statement of outcomes from the recent public consultation on the National Standards for infection prevention and control in community services.

The statement of outcomes will summarise the feedback from focus groups and consultation submissions received, and it will be published alongside the final standards.

Review of information management practices within national data collections



Our Health Information Quality Team continues to implement a review programme to assess compliance with [Information management standards for national health and social care data collections](#).

To date, the team has published [Review of information management practices at BreastCheck](#), while a further two reviews are underway. It is expected that these reports will be published later this year.

Dr Barbara Foley, Health Information Quality Team Manager, says the reviews will promote improvements by identifying areas of good practice and areas where improvements should be made within the national data collections under review.

Public consultation on information requirements for ePrescribing

Our Technical Standards team is currently running a public consultation on a draft standard on the information requirements that will be needed for the introduction of community-based ePrescribing in Ireland.

The consultation will run until 31 August 2018.

ePrescribing can improve patient safety by reducing the likelihood of a patient being given an incorrect dose or incorrect medication. It can also help to highlight any potential adverse interactions with other medications.

HIQA's Standards and Technology Manager, Dr Kevin O'Carroll, comments: "It can also save money and time compared to processing the same prescriptions manually. In fact, international evidence shows that ePrescribing can make a huge difference to patients, prescribers, and pharmacists."

A national ePrescribing service can benefit prescribers, such as general practitioners, by enabling the safe electronic sharing of prescription information. Prescribers can receive notifications when a patient collects a prescription from a pharmacy, enabling the prescriber to ensure follow-up with the patient.

Such a service can also benefit pharmacists through the electronic downloading of prescription details, rather than manual entry. It can also reduce the time the pharmacist spends contacting prescribers to query, clarify or correct a prescription, which improves the quality of prescribing.

HIQA is defining information requirements for community-based ePrescribing and dispensing — a minimum set of data items that are recommended for information systems that create and transfer information — that will inform technical specifications which HIQA will later develop.

The draft information requirements have been developed in conjunction with our eHealth Standards Advisory Group and are based on international evidence and ongoing initiatives that are being undertaken globally. [The materials related to the consultation are available for review here.](#)

Dr Kevin O'Carroll comments: "We would really value observations on the proposals from prescribers, pharmacists and the public. Following the public consultation, HIQA, in conjunction with the Standards Advisory Group, will develop final standards which will be submitted to the Minister for Health."

Guidance on a data quality framework for health and social care



Barbara Foley, HIQA's Health Information Quality Manager

We are finalising guidance on a data quality framework for health and social care organisations to outline the approaches they can take to systematically assess, monitor, evaluate and improve their data quality.

Dr Barbara Foley, Health Information Quality Team Manager, comments: “As part of this guidance, our Health Information Quality Team has developed a detailed data quality assessment tool to support organisations to assess their data quality.

“We contacted and engaged with a range of health and social care organisations on the guidance across four weeks during April and May 2018 to seek their views. We received 38 responses as part of this targeted consultation.”

The team has also researched and prepared a background paper with a summary of the international evidence in relation to data quality frameworks. The finalised guidance and background paper are due to be published in September 2018.

HIQA launches public consultation on electronic patient summary standard



Rachel Flynn, our Director of Health Information and Standards

HIQA has launched a public consultation on a health information standard to specify the clinical information needed for a national electronic patient summary.

An electronic patient summary is a concise document, and it usually contains a minimum set of the patient's most relevant and up-to-date clinical information which can help clinicians to make more informed clinical decisions at the point of patient care. Typically, the information contained in an electronic patient summary includes demographic information related to the patient and health information, including diagnoses, procedures, medication, allergies and vaccinations.

Internationally, electronic patient summaries are used when a patient presents to out-of-hours clinics or emergency departments. The electronic patient summary can provide timely access to the treating healthcare professionals on the patient's clinical history, possibly at times when the patient's general practitioner is not available. They have also been used out of hours by pharmacists to check all medication that the patient is prescribed when they attend pharmacies.

On one hand, patients expect information on their health to be recorded, processed and used appropriately for their benefit, while people working in healthcare need access to complete, valid and up-to-date health information so that they can make informed choices and decisions.

Rachel Flynn, HIQA's Director of Health Information and Standards, comments: "To meet these demands, a number of countries have focused on developing electronic patient summaries. The draft standard that we have published sets out information requirements for a national electronic patient summary.

"A national patient summary can deliver significant benefits for patients, service users, service providers, and others involved in sharing patient information. An electronic patient summary can support clinical processes and improve patient care by providing timely, accurate information needed to enable better communication

among clinicians, patients and other healthcare staff. It can support the continuity of patient care between healthcare settings, and internationally, electronic patient summaries have proved to be very beneficial in the area of medication safety.

“We look forward to receiving your feedback on the draft standard. We want to hear views that will inform the development of this standard.”

Patients and other people using healthcare services, service providers, and the general public are now being asked to provide feedback and become involved in the future direction of this patient summary standard. The closing date for your feedback is 5pm on Friday 21 September 2018.

- To take part in the public consultation, [click here](#).