



A dense collage of white line-art icons on a dark blue background. The icons include: a medical syringe, a gear with a checkmark, a heart rate monitor line, a computer window with a checkmark, a globe over three people, two hands holding a circle with a cross, a person's head profile, a shield with four quadrants, a person at a desk, a building with people, a smiling face in a gear, a heart, a hand holding a pill, a target with an arrow, a lightbulb, a pie chart, an apple, and a carrot.

# HIQA's Quality Service Action Plan Report 2024

## About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent statutory body established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

Reporting to the Minister for Health and engaging with relevant government Ministers and departments, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector of Social Services within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of permanent international protection accommodation service centres, health services and children's social services against the national standards. Where necessary, HIQA investigates serious concerns about the health and welfare of people who use health services and children's social services.
- **Health technology assessment** — Evaluating the clinical and cost effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health and social care services, with the Department of Health and the HSE.

Visit [www.hiqa.ie](http://www.hiqa.ie) for more information.

## HIQA's Quality Service Action Plan 2022-2024

### HIQA's Mission, Vision and Values

#### Our vision

Safer services and better care for all

#### Our mission

Protecting service users, and working with stakeholders to enhance and enable equity, quality and safety of health and social care services for all people in Ireland.

### Our Values:

#### Promoting and protecting human rights

We will work to promote human rights as well as identifying, challenging and reporting on breaches of rights in health and social care services

#### Putting people first

We will put the voice and needs of people at the centre of our work and strive to identify, challenge and report on breaches to agreed standards

#### Being fair, objective and equitable

We will be fair, objective and consistent in our dealing with people and organisations

#### Being open and accountable

We will communicate the nature and outcomes of our work in an open and transparent way, accepting full responsibility for our actions

#### Striving for excellence

We will continually innovate and improve the quality of our work through robust research, striving for methodical rigour and using the best available resources and evidence

#### Promoting quality

We will promote quality within our own organisation and across all health and social care services

#### Working collaboratively

We will engage and work collaboratively with all our stakeholders

## HIQA's Quality Service Action Plan 2022-2024

### Purpose of customer charters and customer action plans

The *Code of Practice for the Governance of State Bodies* requires all public service bodies to have a customer charter and a customer action plan. A customer charter is a short document that acts as a public commitment to the customer regarding the level of service they can expect to receive when dealing with a state body. The customer action plan is more detailed and describes how the customer charter commitments will be delivered and evaluated by the State body. HIQA is committed to providing a quality service to all its stakeholders and our Action Plan focuses on areas aligned to the Guiding Principles of Quality Customer Service, where additional improvements can be made. In HIQA, we refer to the customer charter as our *Quality Service Charter* and the action plan as our *Quality Service Action Plan*.

### What quality means in HIQA

Quality means delivering our work effectively, efficiently and consistently to an agreed standard, while delivering our statutory requirements. It means our organisation is agile in responding to stakeholder feedback and in identifying and implementing continuous improvement.

### Code of conduct

As a state body, HIQA is committed to acting in a consistent, ethical and prudent manner, which aligns with our statutory responsibilities. Individual behaviour and practice can be a significant factor in the effectiveness of an organisation, its reputation and the level of confidence and trust the public has in it.

### 12 Guiding Principles of Quality Customer Service

The Quality Customer Service (QCS) initiative was established in 1997 and the network was set up in 2000 and is now facilitated by the Department of Public Expenditure and Reform.

The network has developed 12 Guiding Principles of Quality Customer Service and these provide a common basis for driving quality improvements across the public service. HIQA uses each of the 12 principles to set out its commitment to quality customer service, and has identified key performance indicators to help benchmark our achievements each year over the three-year cycle of the quality service action plan.

Quality Service Standards	Equality/Diversity	Physical Access
Information	Timeliness and Courtesy	Complaints
Appeals	Consultation & Evaluation	Choice
Official Languages Equality	Better Co-ordination	Internal Customer

## Corporate Plan objectives 2022—2024

HIQA's Corporate Plan places a strong emphasis on quality, and our corporate plan objectives and annual business plan objectives are referenced where appropriate in our Quality Service Action Plan.



## Key enablers for achieving HIQA's Corporate Plan

Our Corporate Plan 2022–2024 has six key objectives. Strategic Objective 6 ensures that our key enablers support us to innovate and to excel in the way we carry out our work. We have identified a range of supports to enable us to deliver our strategic functions efficiently and effectively, and to innovate and excel in the way in which we execute our work. These align with many of the principles of a quality public service and are as follows:

### 6.1 Motivated, skilled people

*We will strive to have a culture that supports people in their work and in their development, to enable them to deliver personal and organisational objectives consistent with our values.*

### 6.2 Research excellence

*We will review and enhance our structures to ensure that we have the capacity and capability for research excellence.*

### 6.3 Responsiveness, flexibility and agility

*We will maintain the ability to respond and adapt, with speed, to changes in our legislative framework and in our wider operating environment.*

### 6.4 Digital and data capability

*We will continue to develop our digital and data capabilities using modern digital technologies combined with new ways of working in our business processes and in how we engage and interact with our stakeholders.*

## **6.5 Collaborative, constructive relationships**

*We will work with all of our stakeholders, be cognisant of our distinct roles, in areas of mutual interest, to advance the quality and safety of health and social care.*

## **6.6 Leadership, governance and management**

*We will provide ongoing assurance to our stakeholders as to the efficacy of HIQA's governance structures and operational processes as aligned to this strategy and in compliance with the relevant codes and legislation.*

## **6.7 High-quality processes**

*The design, development and review of our work is underpinned by processes that ensure quality and consistency.*

### Significant achievements for HIQA during 2024:

- A new Corporate Plan 2025 – 2027.
- ISO 9001: 2015 Surveillance Audit took place. Certification was maintained with no non-conformances.
- Staff engagement:
  - An internal staff survey was conducted in 2023 and findings were presented to staff in March 2024.
  - A culture review was completed in Quarter 3 2024 and recommendations will be used to inform the development of HIQA's People and Culture Strategy 2025-2027.
  - Commencement of inspections of permanent International Protection Accommodation Service (IPAS) centres in January 2024.

### Significant publications:

- 10 Years of Regulating and Monitoring Children's Social Care Services 2014–2024
- 10 years of Regulating Designated Centres for People with Disabilities 2013-2023
- 15 years of Regulating Nursing Homes 2009–2024
- National Standards for Information Management in Health and Social Care
- Ionising Radiation National Dose Report 2024

### Legislative Developments in 2024:

- The Patient Safety (Notifiable Incidents and Open Disclosures) Act 2023
- The Health (Miscellaneous Provisions) (No 2) Act 2024
- The Human Tissue (Transplantation, Post-Mortem, Anatomical Examination and Public Display) Act 2024 has been enacted but has not yet commenced.
- The Health (Amendment) (Licensing of Professional Home Support Providers) Bill will be introduced with a scheme that will amend the Health Act 2007.

The following table provides a detailed update on the delivery of HIQA's commitments and associated performance indicators at the end of 2024.

HIQA's Quality Service Action Plan 2024		
Principle: Quality Service Standard	Publish a statement (Customer Charter) that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.	
Our commitment	Key performance indicators	Achievements at end of 2024
<b>We will:</b> <ul style="list-style-type: none"> <li>▪ Demonstrate HIQA's commitment to quality through our Quality Customer Charter and Action Plan 2022-2024.</li> <li>▪ Set out our commitment to quality in our Quality Service Statement.</li> </ul>	<b>We will:</b> <ol style="list-style-type: none"> <li>1. Publish our Quality Service Charter 2022 –2024 on our website.</li> <li>2. Provide an update on the Quality Service Action Plan on our website annually.</li> <li>3. Display our Quality Statement in each HIQA office.</li> </ol>	<ol style="list-style-type: none"> <li>1. The Quality Service Charter and Action Plan 2022-2024 were published on HIQA's website on 9 December 2022.</li> <li>2. An update on our achievements against key performance indicators (KPIs) for 2023 was published 14 February 2024. This document is the update on achievements against KPIs for 2024.</li> <li>3. HIQA's Quality Statement is displayed in the reception areas in the Dublin, Cork and Galway offices. It can be viewed online at <a href="http://www.hiqa.ie">www.hiqa.ie</a></li> </ol>

<b>Principle: Equality/Diversity</b>	Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.	
Our commitment	Key performance indicators	Achievements at end of 2024
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• Ensure our standards, guidance and inspection methodologies are underpinned by principles of equality and human rights.</li> <li>• Use focus groups, advisory groups and subject matter experts to contribute to and advise on the development of work programmes such a national standards, for example children’s standards.</li> <li>• Take action and report where we find the rights of people who use services are being infringed upon or threatened.</li> <li>• When undertaking health technology assessments we will conduct an ethical analysis with a focus on the rights of people.</li> <li>• Support a culture where the Equality policy, and Dignity and Respect in the Workplace procedure are known, understood and adhered to by all staff.</li> <li>• Continue to build a culture and working environment that ensures HIQA employees feel engaged, valued</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Promote and publicise <i>Guidance on a Human Rights-based Approach in Health and Social Care Services</i>, that was developed by HIQA with Safeguarding Ireland.</li> <li>2. Provide human rights training to inspection staff.</li> <li>3. Develop a Diversity and Inclusion Strategy.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA continues to promote its <i>Guidance on a Human Rights-based Approach in Health and Social Care Services</i> at events and conferences, through its website, Learning Hub and on social media. Over 70,000 health and social care staff completed HIQA’s e-learning course on applying a human rights-based approach in health and social care services in 2024. The course has four modules and is hosted on HSEland and on HIQA’s Learning Hub.</li> <li>2. HIQA has provided training for inspection staff on a human rights-based approach in health and social care services, since its introduction in 2021. As of 21 November 2024, 213 staff have completed the training.</li> <li>3. Throughout the year, several Diversity and Inclusion (D&amp;I) initiatives were undertaken, including the delivery of dignity and respect training and unconscious bias training for all staff. The Diversity and Inclusion Strategy will be aligned with, and integrated into, the broader People and Culture Strategy 2025–2027. This alignment aims to strengthen our commitment to fostering an inclusive and respectful workplace culture.</li> </ol>

<b>Principle: Equality/Diversity</b>	Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.	
Our commitment	Key performance indicators	Achievements at end of 2024
and fulfilled, and are equipped and supported to perform their roles to the highest standard.	<ol style="list-style-type: none"> <li>4. The minimum statutory employment target for persons with disabilities is rising from a minimum of 3% to a minimum of 4.5% by 2024 and to a minimum of 6% by 2025 as outlined in the recently enacted Assisted Decision-Making (Capacity) (Amendment) Act 2022.</li> <li>5. Incorporate a focus on the rights of people in published ethical analyses by HIQA.</li> <li>6. Incorporate a focus on the rights of people in our assessment and judgment framework for monitoring International Protection Accommodation Services.</li> </ol>	<ol style="list-style-type: none"> <li>4. HIQA met the minimum statutory employment target for persons with disabilities. In 2024, 5.13% of HIQA staff were reported as persons with disabilities.</li> <li>5. HIQA ensures a focus on the rights of people in its publications, including in ethical analyses. For example, All health technology assessments (HTAs) undertaken by HIQA consider equality, diversity and inclusion appropriately and systematically. Ethical analysis is considered in HTA projects and is included in publications, where appropriate. Public consultations are also conducted for full HTAs, as appropriate.</li> <li>6. HIQA advocates for and promotes a human rights-based approach to health and social care services through public consultations, service user forums and inspection questionnaires. For example, the International Protection Accommodation Service (IPAS) assessment-judgment framework was developed from a rights-based perspective, which incorporates the right to a voice for people living in accommodation centres.</li> </ol>

<b>Principle: Equality/Diversity</b>	Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.	
Our commitment	Key performance indicators	Achievements at end of 2024
	7. Include representation from target stakeholder groups when developing standards.	7. HIQA holds public consultations on all draft national standards. The Health Information and Standards Directorate utilise a number of cross-sectoral working groups to inform the development of tools to support the implementation of relevant standards into practice. These include staff, advocates and people with experience of using health and social care services.

<b>Principle: Physical Access</b>	Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.	
<b>Our commitment</b>	<b>Key performance indicators</b>	<b>Achievements at end of 2024</b>
<p><b>We will:</b></p> <p>Comply with requirements of the Disability Act 2005 (the Act) by ensuring that:</p> <ul style="list-style-type: none"> <li>▪ Areas in our offices to which the public have admittance are accessible to people with disabilities (Section 25).</li> <li>▪ All our offices are maintained to a high standard that complies with relevant health and safety legislation.</li> <li>▪ Our mainstream public services are accessible to people with disabilities insofar as this is practical and appropriate (Section 26).</li> <li>▪ Information is provided in an accessible format to persons with disabilities (Section 27).</li> <li>▪ HIQA's Access Officer is responsible for providing and coordinating assistance and guidance to persons with disabilities accessing our services. They will also act as a point of contact for people with disabilities wishing to access our services (Section 26(2)).</li> <li>▪ Where possible, goods or services purchased by HIQA are accessible to persons with disabilities (Section 27).</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Ensure that any upgrades carried out on HIQA offices will take account of accessibility for all.</li> <li>2. Provide clean, accessible office space that affords privacy to staff and visitors and complies with occupational and safety standards.</li> <li>3. Promote information on how to contact the Access Officer in a prominent place on our website.</li> <li>4. Update our Safety Statement and ensure detailed health and safety arrangements are in place.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA has three offices, which are all accessible. A new Galway office was opened in 2023 and additional space in the Cork office was made available in 2023. Upgrades to the Dublin office are planned for 2025 to include additional wheelchair access to the ground floor and first floor open plan office space.</li> <li>2. HIQA's offices comply with all occupational and safety standards. The offices are cleaned daily.</li> <li>3. Contact details for HIQA's Access Officer and information on HIQA's accessibility are available on our website at <a href="https://www.hiqa.ie/accessibility">https://www.hiqa.ie/accessibility</a></li> <li>4. HIQA reviews its Safety Statement annually and communicates it to all members of staff.</li> </ol>

<b>Principle: Information</b>	Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.	
Our commitment	Key Performance Indicators	Achievements at end of 2024
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>▪ Implement a “digital enablement” approach to how we conduct business and implement online solutions and technologies to innovate how we work and engage.</li> <li>▪ Provide innovative digital and data solutions to significantly improve efficiency by eliminating paper-based interactions.</li> <li>▪ Provide a variety of mediums of communication so information can be widely accessed by a diverse population while being mindful that not everyone uses technology and some prefer paper documents.</li> </ul>	<p><b>We will:</b></p> <p>Avail of information technology by:</p> <ol style="list-style-type: none"> <li>1. Working with stakeholders to deliver digital solutions for Regulation by Quarter 1 2023.</li> <li>2. Using information (business intelligence) to better inform our work.</li> </ol> <p>We will facilitate public understanding of information by adhering to best practice on the provision of information (National Disability Authority (NDA) toolkit):</p> <ol style="list-style-type: none"> <li>i. Ensuring our website continues to meet Level AA Web Content Accessibility Guidelines (WCAG).</li> </ol>	<ol style="list-style-type: none"> <li>1. The Digital and Data Strategy supports key business capabilities that enable the business to achieve its goals. HIQA has implemented upgrades to VPN, Microsoft Teams Collaboration (across sites and mobile phones), updated key infrastructure and or systems and additional cyber security capabilities throughout 2024.</li> <li>2. Business systems and infrastructure are operationally supported and aligned with our Digital and Data Strategy. We will continue to make progress on our Digital and Data Strategy refresh along with prioritised projects and ongoing initiatives. This is to be continued through to 2025/2026.</li> </ol> <p>Public understanding of information has been enhanced by:</p> <ol style="list-style-type: none"> <li>i. HIQA continues to make improvements to ensure Level AA Web Content Accessibility Guidelines (WCAG).</li> </ol>

<b>Principle: Information</b>	Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.	
<b>Our commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
	<ul style="list-style-type: none"> <li>ii. Providing details of Freedom of Information (FOI) requests received by HIQA in our annual reports and on our website.</li> <li>iii. Supporting our staff by providing guidance and training on communicating in plain English.</li> <li>iv. Using infographics and plain English summaries to communicate detailed and complex information.</li> <li>v. Providing information in hardcopy format where appropriate.</li> <li>vi. Adhering to our public duty as per the Irish Sign Language Act 2017, as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>ii. Details of FOI requests received are published as part HIQA's Annual Reports. A FOI Disclosure Log detailing the FOIs received by HIQA and the outcomes of these requests is updated annually and is available on HIQA's website.</li> <li>iii. HIQA held six House Style, Plain English and Report Writing training sessions for staff during 2024.</li> <li>iv. HIQA regularly publishes plain language, easy-to-read and infographic summaries of key publications and documents to ensure accessibility.</li> <li>v. HIQA prints and disseminates a range of key documents, such as national standards, guidances and annual and overview reports. Printed copies are also disseminated at stakeholder engagement events and to parties who request them from HIQA.</li> <li>vi. HIQA adheres to our public duty as per the Irish Sign Language Act 2017, by ensuring that all reasonable efforts are made in providing interpreters for Irish Sign Language when requested.</li> </ul>

<b>Principle: Information</b>	Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.	
Our commitment	Key Performance Indicators	Achievements at end of 2024
	<p>vii. Public consultations will be conducted through a range of different mechanisms to reach maximum audience.</p> <p>viii. Meeting our stated response times to:</p> <ul style="list-style-type: none"> <li>○ Notifications</li> <li>○ Receipt of unsolicited information</li> <li>○ Registrations</li> <li>○ Freedom of Information requests.</li> <li>○ Complaints</li> <li>○ Parliamentary Questions</li> </ul>	<p>vii. HIQA held seven public consultations in 2024, while also using expert advisory groups, focus groups and meetings with stakeholders to gain their views.</p> <p>viii. As of 20 November 2024, the Chief Inspector of Social Services received:</p> <ul style="list-style-type: none"> <li>○ 42,314 pieces of solicited information (98% were received via the Provider Portal).</li> <li>○ 1,383 pieces of unsolicited information of which 99% were processed within two working days.</li> <li>○ 689 applications to register and renew registration were processed by social care services within HIQA.</li> </ul> <p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>○ Details of FOI requests have been published as part of HIQA's 2024 Annual Report.</li> <li>○ An FOI Disclosure Log is available on HIQA's website.</li> <li>○ HIQA's 2024 Annual Report includes information on the number of complaints received in 2024.</li> <li>○ HIQA received and responded to 24 Parliamentary Questions in 2024.</li> </ul>

<b>Principle: Timeliness and Courtesy</b>	Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing communications.	
<b>Our commitment</b>	<b>Key performance indicators</b>	<b>Achievements at end of 2024</b>
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>▪ In line with our values, provide a quality service to all our stakeholders and interact with people in a clear, polite, accessible and professional manner.</li> <li>▪ Deal with your query as quickly as possible. If your query is unusual or raises complex issues, we may arrange a call back at a time convenient for you, or we may ask you to write to us. This is so that we can give you the most appropriate answer possible.</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Acknowledge all emails to <a href="mailto:info@hiqa.ie">info@hiqa.ie</a> and send to the relevant business area for a reply.</li> <li>2. Provide customer service training to relevant staff.</li> <li>3. Create awareness of the Code of Conduct and in particular, awareness of the standards of professional conduct and practice for authorised persons.</li> <li>4. Provide information on the number and type of unsolicited and solicited information received by HIQA in our annual report.</li> </ol>	<ol style="list-style-type: none"> <li>1. All emails sent to <a href="mailto:info@hiqa.ie">info@hiqa.ie</a> receive an automatic acknowledgement response and are forwarded to the relevant HIQA business area for reply. In 2024, 8,566 emails were received to the <a href="mailto:info@hiqa.ie">info@hiqa.ie</a> mailbox.</li> <li>2. Business areas provide training to staff on customer service requirements where relevant.</li> <li>3. HIQA's Staff Information Guide includes a description of the Code and a link to where it is located on HIQA's website. In addition, all new staff must complete the corporate governance e-learning module that explains staff responsibilities and the Code of Conduct that staff are obliged to adhere to.</li> <li>4. The quantity and type of unsolicited and solicited information has been published in our 2024 Annual Report and will be included in regulation overview reports. Information on the quantity of solicited and unsolicited information received by HIQA is detailed in the 'Information' principles above.</li> </ol>

<b>Principle: Complaints</b>		Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.
<b>Our commitment</b>	<b>Key performance indicators</b>	<b>Achievements at end of 2024</b>
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>▪ Welcome comments, suggestions and complaints about the performance and conduct of HIQA in the discharge of its statutory duties.</li> <li>▪ Regard feedback and complaints as opportunities to review practice, procedures and to identify areas for improvement.</li> <li>▪ Provide information booklets on our website to guide people on how to make a complaint about a health or social care service.</li> <li>▪ Regularly review our complaints process and make improvements based on feedback.</li> <li>▪ Ensure clear accessible communications channels that allow service users and other stakeholders to share their views, concerns and feedback.</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Publish our Policy for the Management of Complaints about HIQA on our website.</li> <li>2. Ensure the information about how to make a complaint is placed in a more prominent place on our website.</li> <li>3. Meet the timelines as set out in our Complaints Policy for managing complaints.</li> <li>4. Provide an overview on the number of complaints received in our annual report.</li> <li>5. Provide feedback on the quality improvement initiatives put in place following review of complaints.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA's Complaints Policy is available on HIQA's website and the webpage was updated in 2024 to include more information about the process.</li> <li>2. The Complaints email address and how to make a complaint is prominently displayed on the 'Contact Us' page of HIQA's website.</li> <li>3. All complaints in 2024 were reviewed and responded to in line with the policy. The 2024 Annual Report includes information on the number of complaints received in 2024.</li> <li>4. There were seven complaints received by HIQA in 2024.</li> <li>5. No systemic complaints were received so no processes were identified as needing review.</li> </ol>

<b>Principle: Appeals</b>	Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024:</b>
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>▪ Commit to underpinning the design, development and review of our work by processes that ensure quality and consistency.</li> <li>▪ Treat feedback and complaints as opportunities to review practice, procedures and identify areas for improvement.</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Ensure that information on how to appeal decisions made by HIQA is located in a more prominent place on our website.</li> <li>2. Meet the timelines for our appeals process as set out in our policies in the following areas:               <ol style="list-style-type: none"> <li>a. Complaints</li> <li>b. Freedom of Information and General Data Protection Regulation (GDPR) rights requests</li> <li>c. Recruitment</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Information on how to appeal decisions is included in the HIQA Complaints Policy, which is available on HIQA's website. It is possible to use the search option on <a href="https://www.hiqa.ie/search?keywords=appeal">hiqa.ie</a> to find out how to 'appeal'</li> <li>2. HIQA's appeals timelines are outlined below:               <ol style="list-style-type: none"> <li>a. Details of how to make a complaint and or appeal can be accessed at <a href="https://www.hiqa.ie/search?keywords=complaints">https://www.hiqa.ie/search?keywords=complaints</a></li> <li>b. FOI and GDPR: There were no appeals of FOI or GDPR requests in 2024. Any informal queries about decisions were dealt with in a timely manner. Information on how to make an FOI or GDPR appeal is also on the HIQA website.</li> <li>c. Recruitment: Any appeals in relation to Recruitment and Selection were dealt with under the Commission for Public Service Appointments (CPSA) Code of Practice. All unsuccessful applicants are signposted to the CPSA Code of Practice. All correspondence received in 2024 was reviewed and responded to in line with the timelines outlined in the CPSA Code of Practice.</li> </ol> </li> </ol>

<b>Principle: Consultation and Evaluation</b>		Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.	
<b>Our Commitment</b>		<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
<b>We will:</b> <ul style="list-style-type: none"> <li>▪ Commit to facilitating and supporting stakeholders to express their views and provide valuable input and feedback.</li> <li>▪ Speak with service users during the course of regulatory work in health and social care services and include their opinions and experiences when designing regulatory programmes and standards.</li> <li>▪ Seek feedback and take appropriate account of it in our planning and decision-making.</li> <li>▪ Ensure clear accessible communications channels that allow service users and other stakeholders to share their views, concerns and feedback.</li> </ul>		<b>We will:</b> <ol style="list-style-type: none"> <li>1. Seek structured feedback from our stakeholders and use this feedback to improve the way we work.</li> <li>2. Provide information in our annual report and overview reports on how we interacted with service users and use the information they provided us with to drive improvement in health and social care services.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA ran seven public consultations in 2024 to inform its work and HIQA responded to 20 public consultations run by other bodies. <ul style="list-style-type: none"> <li>○ In addition, HIQA routinely sought information from stakeholders through service users' questionnaires and other forms of communications. For example, from people who use services, their families and advocates during inspections. Further details on feedback from services are available in HIQA's annual and overview reports.</li> <li>○ HIQA has also established a number of cross-sectoral working groups to inform the development of tools to support the implementation of relevant standards into practice. These include staff, advocates and people with experience of using health and social care services.</li> </ul> </li> <li>2. HIQA's annual reports and health and social care overview reports routinely include information on how HIQA interacts with stakeholders and people who use services to help drive improvements in health and social care services. For example, the 2024 Overview Report for International Protection Accommodation Services (IPAS) was published on 5 March 2025. The report includes a section on</li> </ol>

<b>Principle: Consultation and Evaluation</b>	Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
	<ol style="list-style-type: none"> <li>3. Hold provider representative forum meetings and run roadshow events with providers and persons in charge, where applicable.</li> <li>4. Integrate consultations routinely into key projects to inform our work, where appropriate.</li> <li>5. Publish reports on the impact of our work in Health Technology Assessment (HTA) and Health Information and Standards (HIS).</li> </ol>	<p>what people who use the service told us about their experience.</p> <ol style="list-style-type: none"> <li>3. HIQA held a range of events for service providers during 2024. These events included webinars, provider representative forums and town halls.</li> <li>4. HIQA establishes an expert advisory group (EAG) for each health technology or evidence synthesis project. These groups consist of key stakeholders who provide expert input to the evidence synthesis and review the final report. The membership of the EAGs is included in the published documents available on the HIQA website. In 2024, our HTA Directorate hosted 14 EAG meetings, including two for the HTA Scientific Advisory Group.               <ul style="list-style-type: none"> <li>○ Consultation has also taken place with ionising radiation service providers on thresholds for incident notifications to HIQA.</li> <li>○ Public and targeted consultations are used by the HTA Directorate to ensure key stakeholders have an opportunity to provide expert input and review final reports.</li> </ul> </li> <li>5. HIQA conducted four public consultations to inform health technology assessments in 2024. The statement of outcomes for each consultation is published once these public consultations have</li> </ol>

<b>Principle: Consultation and Evaluation</b>	Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
	<p>6. Use focus groups, advisory groups and subject matter experts to contribute and advise on the development of work programmes.</p>	<p>been concluded.</p> <p>In addition, HIQA held public consultations on amending the scope of the <i>National Standards for Safer Better Healthcare</i> to include private hospitals and the draft <i>National Standards for Home Support Services</i> and contributed to the public consultation on health care and social care services and supports for older people.</p> <ul style="list-style-type: none"> <li>○ HIQA publishes two Knowledge Sharing and Impact Assessment Reports annually. These reports demonstrate the effectiveness of its work, ensures transparency and outlines the metrics for measuring impact in terms of outputs, reach, engagement and change.</li> </ul> <p>6. HIQA uses focus groups, advisory groups and subject matter experts to contribute to and advise on the development of work programmes. For example:</p> <ul style="list-style-type: none"> <li>○ HIQA held events on its work in disability, older persons' and children's services that were well attended and addressed topics relevant to the provision of good quality services and assisting providers to address issues that might arise for them.</li> <li>○ HIQA expert advisory groups consisting of key stakeholders for all projects. In addition,</li> </ul>

<b>Principle: Consultation and Evaluation</b>	Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
	7. Publish stakeholder involvement reports.	<p>significant engagement is conducted for all HTA projects outside of formal expert advisory groups with subject matter experts for each project.</p> <ul style="list-style-type: none"> <li>HIQA routinely consults stakeholders on key issues or projects to inform our work, for example; the Children’s Services Team met Tusla for discussions on a number of operational and strategic issues, including matters of concern that arise during the course of inspection.</li> </ul> <p>7. Stakeholder feedback is received following all events through the provision of feedback surveys, contact details for queries or questions and answers sessions.</p> <ul style="list-style-type: none"> <li>HIQA’s inspection reports, annual reports and overview reports include information on engagement with people using services to help drive improvements in health and social care services.</li> <li>The HTA Directorate and the Health Information and Standards Directorate publish a knowledge sharing and impact assessment report annually. All stakeholder involvement reports are published on the <a href="#">HIQA website</a>.</li> <li>The National Care Experience Programme published two national reports covering the findings of Ireland’s first National End of Life Survey and the sixth National Inpatient Experience Survey at <a href="http://www.yourexperience.ie">www.yourexperience.ie</a></li> <li>HIQA’s annual reports and overview reports</li> </ul>

<b>Principle: Consultation and Evaluation</b>	Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
		include information on engagement with people using services to help drive improvements in health and social care services. These reports are published on HIQA's website.

<b>Principle: Choice</b>	Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>▪ Through our Digital and Data Transformation Strategy take a “digital first” approach to how we conduct our business, implement online solutions and technologies to innovate how we work and engage.</li> <li>▪ Aim to ensure that our communications are channelled through a variety of platforms so that they can be widely accessed by a diverse population while being mindful that not everyone uses technology.</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Operate a Provider Portal that allows online submissions of regulatory notification information from designated centres.</li> <li>2. Provide a dedicated phone support service for users of the portal, five days a week during business hours.</li> <li>3. Work to ensure that over the lifetime of this charter, through the implementation of HIQA’s Digital and Data Transformation Strategy, that provision will be made to enable the submission of regulatory notifications via a provider portal for all services that HIQA monitors and regulates.</li> <li>4. Hard copies of documents will be made available when sought.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA’s portal for registered providers is continually utilised for regulatory notifications.</li> <li>2. Portal support can be requested through <a href="mailto:portalsupport@hiqa.ie">portalsupport@hiqa.ie</a> and call-backs are provided where required.</li> <li>3. The Digital and Data Transformation Strategy (DDTS) includes plans for a new portal with extended functionality and which will facilitate the submission of information digitally to HIQA.</li> <li>4. Hard copies of reports and other documents were provided when requested throughout the year.</li> </ol>

<b>Principle:</b> <b>Official Languages Equality</b>	Provide quality services through Irish and /or bilingually and inform customers of their right to choose to be communicated with in one or other of the official languages.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024:</b>
<p><b>We will:</b></p> <ul style="list-style-type: none"> <li>▪ Strive to provide a higher standard of customer service through Irish to fulfil our obligations under the Official Languages Act 2003.</li> <li>▪ Do all that is reasonable to ensure that interpretation into Irish.</li> <li>▪ Ensure that Sign Language is provided for a person who is competent in that language and seeks to avail of and or access to statutory entitlements or services provided by and or under statute by that public body as per the Irish Sign Language Act 2017.</li> </ul>	<p><b>We will:</b></p> <ol style="list-style-type: none"> <li>1. Encourage staff members to complete the Certificate in Professional Irish.</li> <li>2. Publish our annual report in Irish.</li> <li>3. Post on social media in Irish.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA continues to work to ensure it is meeting its obligations under the Official Languages Acts, regarding signage, stationery and responding to public queries in Irish. In 2024, 16 staff members completed the Gaelchultur Certificate in Professional Irish programme.</li> <li>2. In line with statutory requirements, HIQA published its annual report in English and Irish simultaneously. HIQA submitted a report on compliance under the Official Languages Act to An Coimisinéir Teanga in line with the timelines.               <ul style="list-style-type: none"> <li>○ In 2024, all external recruitment competitions were advertised in Irish.</li> </ul> </li> <li>3. HIQA continues to use and promote the Irish language on its website, on posters and signage, and on social media.</li> </ol>

<b>Principle:</b> <b>Better Co-ordination</b>		Foster a more coordinated and integrated approach to delivery of public services.	
Our Commitment		Key Performance Indicators	Achievements at end of 2024
<b>We will:</b> <ul style="list-style-type: none"> <li>Explore opportunities to consolidate and expand collaborations with national and international partners, including EU organisations, to enhance the continued quality and efficiency of our work.</li> <li>Share relevant business intelligence with providers, people using services, policy-makers and the general public.</li> <li>Expand and consolidate the capacity to conduct and use evidence synthesis and knowledge generation both in HIQA and across the health system.</li> <li>Work with decision-makers to promote opportunities to embed the use of high-quality evidence synthesis outputs to inform key practice, planning and policy decisions.</li> <li>Communicate widely our experience and learnings from the regulation of health and social care services.</li> </ul>		<b>We will:</b> <ol style="list-style-type: none"> <li>Work collaboratively with other public, private and voluntary bodies in developing standards, guidance, patient experience surveys and informing policy.</li> </ol>	<ol style="list-style-type: none"> <li>HIQA has worked with other public, private and voluntary bodies in developing standards, guidance, patient experience surveys and in informing policy. For example, the Healthcare Regulation Directorate prepared a joint report with the Environmental Protection Agency (EPA) on the radiation dose received by the Irish population from natural and artificial ionising radiation which was published in June 2024.  In addition, members of the Health Information and Standards Directorate participated in a governance group made up of State Claims Agency, the Department of Health, the Health Service Executive (HSE) and the Mental Health Commission, to prepare a solution for reporting notifiable incidents under the Patient Safety (Notifiable Incidents and Protected Disclosure) Act 2023.  The Health Information and Standards and the Health Technology Assessment directorates participated in a number of national expert advisory groups and committees relevant to their work programme. See Appendix 1 and 2 for more details.</li> </ol>
		<ol style="list-style-type: none"> <li>Establish and maintain, where appropriate, joint working arrangements, to ensure cooperation with our external partners, working effectively through maintaining memorandums of understanding.</li> </ol>	<ol style="list-style-type: none"> <li>HIQA continues to enhance its ways of working with its existing external partners, as well as establishing new joint working arrangements relevant to HIQA's expanding remit. All of HIQA's joint working arrangements are available under the <a href="#">'Who we work with'</a> section of HIQA's website.</li> </ol>

<b>Principle:</b> <b>Better Co-ordination</b>	Foster a more coordinated and integrated approach to delivery of public services.	
<b>Our Commitment</b>	<b>Key Performance Indicators</b>	<b>Achievements at end of 2024</b>
	<ol style="list-style-type: none"> <li>3. Identify and participate in international fora and or collaborations to develop links and share knowledge with international counterparts.</li> <li>4. Submit academic papers on our work to international journals. Submit abstracts for presentation at international conferences or seminars.</li> <li>5. Publish reports on evidence synthesis and stakeholder involvement and disseminate these to international counterparts.</li> </ol>	<p>In 2024, HIQA continued to review and develop its joint working arrangements ensuring that its work with external partners is well coordinated and that information is appropriately shared to protect the health and welfare of people who use health and social care services.</p> <ol style="list-style-type: none"> <li>3. HIQA is represented in a number of international groups. For more information see Appendix 1 and 2.</li> <li>4. There is an 'Academic Publications' section on HIQA's website. All academic papers on our work that is published in international journals are available at: <a href="https://www.hiqa.ie/search?keywords=Academic">https://www.hiqa.ie/search?keywords=Academic</a></li> <li>5. HIQA regularly disseminate its work widely and contributes to knowledge translation both nationally and internationally. See Appendix 1 and 2 for more information.</li> </ol> <p>HIQA presented at the European Commission's Steering Group on Quality and Safety (SGQS) of medical applications of ionising radiation, about the Irish experience of developing the National Procedures for Clinical Audit. The team members also presented at the European Society of Radiology on dose considerations in interventional radiology.</p>

<b>Principle: Internal Customer</b>	Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.	
<b>We will:</b> <ul style="list-style-type: none"> <li>▪ Ensure that the organisational structure and the skills, competencies and behaviours of our people are true to our values and enable optimal delivery of our work.</li> <li>▪ Develop and support leadership to manage change and enable sustainable growth of the organisation.</li> <li>▪ Continue to build a culture and working environment that ensures HIQA employees feel engaged, valued and fulfilled, and are equipped and supported to perform their roles to the highest standard.</li> </ul>	<b>We will:</b> <ol style="list-style-type: none"> <li>1. Deliver a wellbeing programme for staff</li> <li>2. Develop and implement an internal communications plan.</li> <li>3. Continue to conduct regular staff surveys and communicate the actions taken to address the findings.</li> <li>4. Use the Staff Suggestion Box to drive improvements.</li> <li>5. Our Community of Practice for Quality will support staff to drive improvements within teams.</li> </ol>	<ol style="list-style-type: none"> <li>1. HIQA has a comprehensive Wellbeing Programme, including an Employee Assistance Programme (EAP); an occupational health service is available to all staff members, and an active Wellbeing Ambassador Committee.</li> <li>2. HIQA has a published Communications and Stakeholder Engagement Strategy 2022 - 2024. In line with the strategy, it implements an annual internal communications plan. A new Communications and Stakeholder Engagement Strategy will be developed for 2025–2027, in line with HIQA’s upcoming Corporate Plan 2025-2027.</li> <li>3. A staff survey takes place every two years. The last survey was conducted in 2023 and the findings were presented to staff in March 2024. The next survey is due to take place in 2025.</li> <li>4. The Suggestion Box allows staff to submit suggestions for improvement, positive feedback, concerns, queries and staff reminders. All suggestions are communicated and actioned regularly.</li> <li>5. The Quality Community of Practice is part of HIQA’s quality management system. In 2024, four committee meetings facilitated knowledge sharing and use of best practice initiatives across business areas.</li> </ol>

<b>Principle: Internal Customer</b>	Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.	
	<p>6. Provide quality improvement training for staff.</p> <p>We will address staff training needs through our Performance Management and Development System and competency framework.</p>	<p>6. Quality improvement training is available to all staff and can be accessed through the Performance Management Development System (PMDS).</p> <p>All staff who have completed their probation participate in the Performance Management and Development System (PMDS), which includes the identification of training needs. The process actively encourages management and staff to enhance performance and achieve business plan objectives.</p>

## Appendix 1 – Principle: Better Coordination (Health Information and Standards Directorate)

1. The Health Information and Standards Directorate regularly participates in a number of national advisory groups and committees relevant to its work programmes, including:
  - Expert Review Body on Nursing and Midwifery – Implementation Action Group
  - National Standards Authority of Ireland Health Informatics Standards Committee Technical Committee
  - National Data Safeguarding and Transparency Committee
  - HSE National ePrescribing Project Board
  - HSE Dataset Specification Management Process Board
  - HSE National Health and Social Care Data Dictionary Governance Group
  - HSE SNOMED Clinical Terms National Release Centre of Ireland Governance Group
  - HSE National Medicinal Product File Project Board
  - National Future of Registries Taskforce
  - Health Data Liaison Group with Central Statistics Office and Department of Health
  - HSE Steering Group for Open Disclosure Office Project
  - Department of Health Women’s Health Steering Group and Taskforce
  - HSE Steering Group for Older Persons Services in Community Healthcare East
2. The Health Information and Standards Directorate is involved in the following European working groups:
  - EU QUANTUM: Developing a Data Quality and Utility Label for HealthData@EU
  - EU TEDHAS II: EU Joint Action ‘Towards the European Health Data Space’
  - EU Working Group on European 1+ Million Genomes Initiatives
  - WHO Strategic Partners’ Initiative for Data and Digital Health
  - National Initiatives Network - Secondary Use of Health and Social Care Data
  - WHO European Region Health Information Network
3. The Deputy Director for Health and Social Care Standards in the Health Information and Standards Directorate represented HIQA at the European Social Network European Parliament Round Table - Towards a European Social Services Framework and presented on the principles framework used by HIQA to develop national standards for health and social care in Ireland.
4. The Health Information and Standards Directorate published six academic papers relevant to their work during 2024. There is an ['Academic](#)

[Publications](#)' section on HIQA's website; all academic papers on our work that are published in international journals are available there.

5. The Health Information and Standards Directorate coordinated five student placements from University College Cork (UCC) and the EUSA academic internship programme and supported the completion of a HIQA funded four-year Doctor of Philosophy (PhD) scholarship in partnership with UCC.
6. The Health Information and Standards Directorate presented lectures and seminars in academic institutions including:
  - BA Social Care, Technological University Dublin
  - Master of Science (MSc) Infection Prevention and Control (IPC) Leadership, University of Limerick
  - MSc Healthcare Infection, Trinity College Dublin
  - SPHeRE PhD programme, Trinity College Dublin
  - MSc Loss and Bereavement, Royal College of Surgeons Ireland
  - BSc Public Health Sciences, UCC
7. The Health Information and Standards Directorate established research collaborations with the following partners:
  - HRB Secondary Data Analysis Project with the NCEP and Maynooth University
  - HRB Applied Partnership Award with the NCEP and University of Galway
  - HRB Secondary Data Analysis Project with the NCEP and Technological University Dublin
  - Three research programmes with the National Care Experience Programme and University of Galway, UCC and University College Dublin
  - EU Grant and Quantum
8. The Health Information and Standards Directorate presented on its work at 22 national and international conferences in 2024 including:
  - SPHeRE Network Conference
  - Smart Health Summit, Technology in Healthcare - The Health Leaders' Summit
  - National Patient Safety Office Conference
  - 24<sup>th</sup> International Conference on Integrated Care
  - European Social Services Conference
  - Global Evidence Summit

## Appendix 2 – Principle: Better Coordination (Health Technology Assessment Directorate)

1. The Health Technology Assessment (HTA) Directorate regularly participates in a number of national advisory groups and committees relevant to its work programme, including:
  - National Clinical Effectiveness Committee (NCEC)
  - National Cancer Control Programme (NCCP) Technology Review Committee
  - FADA (Follow-up After Disease Acquisition) Survey Steering Committee
  - EAG on NCEC Standards for Clinical Practice Guidance
  - Evidence Synthesis Ireland (ESI) International Advisory Board
  - Health Research Board (HRB) Emerging Investigator Award Steering Group
  - HRB Applied Partnership Award Steering Group
  - HSE Public Health Strategy Expert Advisory Group
2. The Health Technology Assessment (HTA) Directorate also represented HIQA at an international level as follows in 2024:
  - International Society for Pharmacoeconomics and Outcomes Research (ISPOR) Europe HTA Roundtable Co-Chair
  - ISPOR HTA Council Member
  - ISPOR Real World Evidence Summit Planning Committee Member
  - ISPOR Real World Evidence Summit Panellist
  - Health Technology Assessment International (HTAi) 2025 Scientific Program Committee Member
  - HTAi Conference Panellist
  - International Network of Agencies for Health Technology Assessment (INAHTA) Annual Meeting Facilitator and Impact Story Participant
  - Guidelines International Network-INAHTA (GINAHTA) Steering Committee Member
  - Heads of HTA Agencies Group (HAG) Member and Secretariat
  - HAG Initiative for Knowledge and Skill Enhancement in Health Technology Assessment Regulation (HAG-Insight) Capacity Building programme advisory board member
  - Heads of European Radiological Protection Competent Authorities (HERCA) Working Group
  - PrISMA (Preparatory activities for the Implementation of quality and Safety of Medical ionising radiation Applications) Project Group member
  - UK National Screening Committee Blood Spot Task Group Member

- WHO Collaborating Centre for Evidence-Based Decision-Making in Health Working Group Member
3. HIQA is representing Ireland on the Coordination Group and its Joint Clinical Assessment and Methodology subgroups to guide implementation of the HTA Regulation (HTAR) which is due to be applied in January 2025. HIQA is also represented on the EC HTA Committee that provides oversight to the development of the Implementing Acts for HTAR. Members of the HTA Senior Management team regularly attend meetings of these various committees and contribute to ongoing initiatives to support the effective implementation of HTAR, with European partners.
  4. Health Technology Assessment Directorate participated as a regulatory representative on the advisory board for the SAMIRA definition of Key Performance Indicators on Quality and Safety of medical applications of ionising radiation. As a member of the Heads of European Radiological Competent Authority's (HERCA) Working Group on Medical Applications and as a member of the HERCA patient protection Task Force. As a European regulatory representative on the advisory board for the SAMIRA MARLIN project which focuses on reporting and learning from patient-related incidents and near misses in radiotherapy, interventional cardiology, nuclear medicine and interventional and diagnostic radiology.
  5. HTA published 6 academic papers relevant to its work, and these can be viewed on the [Academic Publications](#) section of HIQA's website.
  6. The HTA Directorate presented on its work at 16 conferences in 2024.



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

