



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

**Investigation into the quality, safety and governance of
the care provided by The Adelaide and Meath Hospital,
Dublin Incorporating the National Children's Hospital
(AMNCH) for patients who require acute admission**

GUIDANCE

26 July 2011

1 Introduction

This document has been developed to provide further information in relation to the Health Information and Quality Authority's process for undertaking this investigation into The Adelaide and Meath Hospital, Dublin Incorporating the National Children's Hospital (AMNCH) for patients who require acute admission.

2 Investigation process

2.1 Investigation Team and Expert Advisory Panel

The Minister for Health, with the approval of the Minister for Public Expenditure and Reform, has approved the appointment of the members of the Investigation Team as authorised persons to conduct the investigation, in accordance with Section 70(1)(b) of the Health Act 2007 (the "Act").

Investigation Team of Authorised Persons	
Name	Role
Paddy Broe	Vice-President, Royal College of Surgeons in Ireland (RCSI) Consultant Surgeon and Clinical Director, Beaumont Hospital, Dublin
Mike Farrar	Chief Executive, UK National Health Service Confederation
John Heyworth	President of the UK College of Accident and Emergency Medicine Consultant in Emergency Medicine in Southampton General Hospital
Sheila O'Connor	National Coordinator, Patient Focus Patient and Lay Expert
Keith Pearson	Chairperson, UK National Health Service Confederation
Dermot Power	Consultant in Acute Medicine and Elderly Care, Mater Misericordiae Hospital, Dublin
Jim Wardrope	Past-President of the UK College of Accident and Emergency Medicine Consultant in Accident and Emergency Medicine in Northern General Hospital, Sheffield
Hilary Coates	Investigation Lead, Health Information and Quality Authority
Mary Dunnion	Investigation Deputy Lead, Health Information and Quality Authority
Margaret Cahill	Investigation Quality Manager, Health Information and Quality Authority

To support the investigation process, the Authority has arranged for the provision of expert advice from the postgraduate training bodies in Ireland, through representatives of the Royal College of Surgeons in Ireland, the Royal College of Physicians of Ireland, the Irish College of General Practitioners as well as nursing advice. During the course of the Investigation, the Authority may secure additional advice as required.

Expert Advisory Panel		
Postgraduate training body	Name	Role
Royal College of Surgeons in Ireland (RCSI) Lead for Emergency Medicine	Una Geary	Consultant in Emergency Medicine in St James's Hospital, Dublin HSE National Emergency Medicine Programme Lead
Royal College of Surgeons in Ireland (RCSI) Lead for Orthopaedic and Trauma Surgery	John O'Byrne	Consultant Orthopaedic Surgeon, Cappagh National Orthopaedic Hospital, Dublin
Royal College of Physicians of Ireland (RCPI)	Diarmuid O' Shea	Consultant Physician and Elderly Care, St Vincent's University Hospital, Dublin HSE National Elderly Care Programme Lead
Irish College of General Practitioners (ICGP) Head of Quality and Standards	Margaret O'Riordan	General Practitioner, Co Tipperary
Nursing advisor	Kathleen MacLellan	Former Head of Professional Development with the National Council for the Professional Development of Nursing and Midwifery Currently working in the Department of Health

Members of the advisory group will provide advice in their relevant area of expertise. The scope of this advice will be in relation to the investigation as defined by its Terms of Reference and will encompass:

- specific technical issues as they arise
- commentary on findings made by the Investigation Team
- contributing to the development of recommendations as necessary.

2.2 Lines of enquiry

In line with the Terms of Reference of this investigation (available on the Authority's website, www.hiqa.ie), the lines of enquiry to inform this investigation are focused on:

- the quality, safety and governance of, and accountability for, services provided to patients that present to the Emergency Department in the Hospital and are awaiting admission to the Hospital's inpatient wards
- the quality, safety and governance and timeliness of the system and process of care for patients requiring acute admission into the Hospital with a particular focus on the patient journey from initial assessment, through admission to discharge
- the effectiveness of, and accountability for, the corporate and clinical governance arrangements in place within and between the Board, the Transitional Board and Executive of The Adelaide and Meath Hospital, Dublin Incorporating the National Children's Hospital in addressing the quality and safety of services provided to patients in the Hospital
- the Health Service Executive's regional and national governance arrangements to support and monitor the provision of safe, quality services in the Hospital.

2.3 Information review and evaluation

In line with the Terms of Reference of the investigation, the lines of enquiry and pursuant to section 73 of the Health Act 2007, the Authority will review and evaluate information through documentation and data, interview, observation and inspection.

Documentation and data

The Authority will issue formal documentation and data requirements to The Adelaide and Meath Hospital, Dublin Incorporating the National Children's Hospital and the Health Service Executive. The Authority will review and evaluate this information and will use the information to further define the lines and methods of enquiry.

Interview

Information will be obtained through interviews with persons to inform the investigation. Interviews will clarify issues identified during the documentation and data review.

Each interviewee will receive a letter of notification of interview from the Authority. Depending on the lines of enquiry for each identified role, the duration of interviews is likely to vary from 30 to 60 minutes.

Interviews will be conducted by two members of the Investigation Team, with a third member of the team taking notes of the information provided. All interviews will be recorded electronically to provide a reference source should any points of accuracy arise in the course of the investigation. However, the interviews will not be routinely transcribed. A typed interview summary will be sent to each interviewee for their review of the factual accuracy. Information provided at interview will not be attributed to any individual in the final report.

The Authority may require additional information and may request further interviews at a later stage.

Patient meetings

The Authority will meet with patients or their family members to discuss the patient experience in relation to the system of care provided by The Adelaide and Meath Hospital, Dublin Incorporating the National Children's Hospital (AMNCH). Two members of the Investigation Team will meet with patients and their family members. Following the meeting, a typed summary of the discussion will be provided for review.

The investigation will look in detail at the system of care for patients who require acute admission rather than individual incidents. These discussions will inform the recommendations of the investigation with the aim of improving services for future patients.

Information provided will not be attributed to any individual in the final report.

Observation and inspection

In order to obtain information about the environment and physical facilities for the delivery of safe, high quality care to patients, the Authority will inspect a number of the premises including those at The Adelaide and Meath Hospital, Dublin Incorporating the National Children's Hospital (AMNCH). This observation will include outpatient, inpatient, emergency department, minor injuries unit, diagnostic and therapeutic facilities.

2.4 Findings and report

The investigation report, and its recommendations, will be published following the completion of the investigation. Information provided through interview will not be attributed to any individual in the final report. Copies of the relevant sections of the draft report will be forwarded to the individuals involved for their factual accuracy review of the content as an interested party.

The investigation will be cognisant of the rights of individuals involved in relation to privacy and confidentiality, dignity and respect, due process and natural and constitutional justice.

As with any investigation undertaken by the Authority, and in the interest of a fair and thorough investigation, the Authority does not envisage making any public comment until the investigation has concluded.