

Welcome

Welcome to our new quarterly newsletter, **HIQA News**. Here at the Health Information and Quality Authority we want to keep you regularly informed on what is happening, both within the Authority and in the wider field of health and social care internationally.



In this issue we introduce you to our new Directors, highlight the recent national standards for safer better healthcare and child protection and we take a look at the consultation on our new three-year Corporate Plan.

Your feedback is always welcome, and our aim is to include content in **HIQA News** which will be relevant and of interest to you in our future newsletters. So, if you have any feedback, please email your thoughts to hiqanews@hiqa.ie – we're always keen to hear from you.

Dr Tracey Cooper

CEO, HIQA

New senior appointments

HIQA has established two new directorates – the Safety and Quality Improvement Directorate and the Regulation Directorate – and has made two key appointments to head up the new structures.



Phelim Quinn, our new Director of Regulation and Marie Kehoe-O'Sullivan, our new Director of Safety and Quality Improvement

On 1 November 2012, HIQA's Healthcare Quality and Safety Directorate and its Social Services Inspectorate combined to become the new Regulation Directorate. Phelim Quinn is our new Director of Regulation and it is intended that he will also take on the statutory role as the Chief Inspector of Social Services, as outlined in the Health Act 2007. Phelim comes with over 30 years of experience in health and social care services in Northern Ireland, most recently in Northern Ireland's Regulation and Quality Improvement Authority (RQIA).

The Safety and Quality Improvement Directorate is another new directorate at HIQA. Marie Kehoe-O'Sullivan was appointed as Director of Safety and Quality Improvement in July 2012. Marie has a wealth of experience in healthcare quality improvement in Ireland and internationally, and joins HIQA from a senior position in the HSE. Over the course of the next few months, Phelim and Marie and the senior team in HIQA will be planning for new functions being taken on by HIQA.

HIQA prepares for child protection inspections

HIQA's Children's Team are currently preparing for the first inspections of the HSE's child protection services under our new National Standards, aimed at strengthening and improving Ireland's child protection services. The Standards were published on 25 July 2012 at a major launch event in Dublin.



(L-R): Dr Tracey Cooper, HIQA CEO; Frances Fitzgerald TD, Minister for Children and Youth Affairs; Taoiseach Enda Kenny TD and HIQA Board Chairperson, Pat McGrath.

The National Standards for Protection and Welfare of Children will assess the wider performance of the HSE Children and Family Services or successor agency, as a service provider, in relation to its statutory functions and duties to provide adequate care and protection to children.

These National Standards are based on key principles which guide services on how to protect children and promote their welfare and are grouped according to six key themes as follows:

- Child-centred services
- Safe and effective services
- Leadership, governance, and management
- Use of resources
- Workforce
- Use of information.

The Standards were approved by the Board of HIQA and by the Minister for Children and Youth Affairs, who attended the launch, alongside Taoiseach Enda Kenny, TD, in July this year. HIQA Children's Team, who also inspect foster care services and residential centres for children, is now preparing for the first phase of the inspection process to be carried out under the Standards before the end of 2012. HIQA is liaising with the HSE on this phase and it is expected that a full inspection programme will be rolled out in 2013.

Guidance issued to support National Standards

The Authority has published two guidance documents to complement the National Standards for Safer Better Healthcare. These provide general guidance on the Standards and guidance on information governance.



Health Minister Dr James Reilly speaking at the launch of the National Standards for Safer Better Healthcare

The objective of the guidance documents is to help service providers implement the National Standards by expanding on some of the concepts described in them and also by providing examples of what these concepts might look like in a particular service. These documents are available to download from our website, www.hiqa.ie. They include: *General Guidance* and also *Guidance on Information Governance for Health and Social Care Services in Ireland*.

HIQA's Safety and Quality Improvement team would welcome feedback from those working in healthcare services who have used the General Guidance, and from service users, on how well this guidance supports the understanding and practical application of the National Standards. The team would also welcome suggestions of areas where further guidance may be helpful. All feedback can be emailed to healthcarestandards@hiqa.ie.

Consultation on new Corporate Plan underway

A new Corporate Plan is being developed for HIQA for 2013–2015. Our Corporate Plan outlines what we will be doing over the period of that Plan. To help us identify what the priorities should be for the Authority for the next three years, we have begun a consultation programme to garner the opinions of a wide range of our stakeholders on their views on these priorities.

HIQA has started the process of developing a new Corporate Plan to outline our direction and focus for 2013-2015. We are in the process of gathering the views of the stakeholders who work closely with us, as part of our pre-consultation. Our aim is to work with these stakeholders and our staff to identify what our priorities might be for the next three years, based on our legal remit.

In HIQA our primary purpose is to drive continuous improvement in Ireland's health and personal social care services, monitor the safety and quality of these services and promote person-centred care for the benefit of the public. Our focus for the next three years will be on having the maximum impact on the quality and safety of health and social care services, while being aware of the need to build capability and capacity within the system, and not adding to its regulatory burden.

Following this phase, we will prepare a Draft Corporate Plan 2013-2015 to go to the Board of the Authority. When the Draft report has been approved by our Board, we will of course be coming back to you in the future to also hear your views. The final draft plan will be submitted to the Minister for Health and the Minister for Children and Youth Affairs for their review and approval. Following this it will be published on our website.

National healthcare standards

We launched the National Standards for Safer Better Healthcare on 26 June 2012, which describe a vision for high quality, safe healthcare. The Standards aim to give a shared voice to the expectations of the public, service users and service providers.



Margaret Murphy, World Health Organization's Patients for Patient Safety Champion, speaking at the launch of the National Standards for Safer Better Healthcare.

HIQA has the national statutory role, under the Health Act 2007, to set and monitor compliance with standards for the quality and safety of health and social care services in Ireland.

The *National Standards for Safer Better Healthcare* have been designed so that they can be implemented in all healthcare services, settings and locations. This means that service providers can use the National Standards to continuously improve the quality and safety of their care by assessing and managing the performance of their services, and those provided on their behalf, against the Standards.

At present, the Authority's remit in healthcare includes services provided or funded by the Health Service Executive (HSE). While it does not include private healthcare providers, representatives of the private sector participated in the development of the *National Standards for Safer Better Healthcare*. It is hoped that private healthcare providers will adopt these National Standards voluntarily in advance of proposed

New safety and quality functions

A new directorate established by HIQA will be responsible for actively supporting and enabling a culture of patient safety and quality improvement across and within the health and social care system. It will help those providing services to deliver safe, high quality care.



Safer Better Healthcare themes

The Safety and Quality Improvement Directorate is a new directorate in HIQA headed up by Marie Kehoe-O'Sullivan, appointed Director of Safety and Quality Improvement in July 2012. Marie and her team are responsible for actively supporting and enabling a culture of patient safety and quality improvement across and within the health and social care system by helping those providing services to deliver safe, high quality care. This will be done through the development of national standards and guidance documents in consultation with key stakeholders. The team will also provide training in the use of quality improvement tools to help health and social care providers to measure and improve the care they provide to service users.

HTA on deep brain stimulation published

Our most recent health technology assessment (HTA) examined whether it would be more cost-effective to set up a national deep brain stimulation (DBS) service in Ireland for adults with Parkinson's disease, dystonia and essential tremor than continuing to send patients to the UK for treatment under the Treatment Abroad Scheme (TAS).

Deep brain stimulation (DBS) is a treatment intended to control the symptoms of specific movement disorders, through the implantation of electrodes that deliver controlled electrical impulses to precisely targeted areas of the brain. Currently, patients from Ireland travel to the UK for treatment under the Treatment Abroad Scheme (TAS).

As part of our HTA, we looked at the current and estimated future demand for this treatment, as well as the costs associated with setting up an Irish service compared to continuing to fund it through the TAS. Our results showed that although a service in Ireland would be likely to cost considerably more than the current model, a national DBS programme would have a range of potential benefits for patients.

However, given the existing capacity constraints within the public neurological and neurosurgical services, these benefits are contingent on appropriate service planning to manage the impact of these DBS patients on existing neurological and neurosurgical waiting lists and to ensure that access to the service was not restricted for new and existing DBS patients. The full report is available on the HIQA website at www.hiqa.ie.

HIQA meets nursing home providers

As part of our ongoing communications with registered providers and persons in charge of nursing homes (designated centres for dependent people), we will shortly begin issuing the first in a series of "Regulatory Bulletins".



The purpose of these regulatory bulletins will be to convey very clear and focused messages of a regulatory nature to providers and people in charge of designated centres for older people – nursing homes. The bulletins will replace the existing Provider Newsletter.

Meanwhile, a series of seminars for the registered providers and the persons in charge of designated centres for older people has been recently hosted by HIQA. The three events were held in Cavan, Athlone and Cork and in total approximately 750 people attended. The seminars covered a range of topics that had been identified through consultation and by the provider community as being of particular interest to them. The consultation process also involved engagement with the private nursing homes representative body, Nursing Homes Ireland, and the Health Service Executive.

Safe practices to reduce infection risk

HIQA has begun the first phase of the monitoring programme under the National Standards for the Prevention and Control of Healthcare Associated Infections. This will initially focus on announced and unannounced assessments of acute hospitals' compliance with the Standards.



The aim of *National Standards for the Prevention and Control of Healthcare Associated Infections*, together with the monitoring programme, is to contribute to the prevention and reduction of Healthcare Associated Infections (HCAIs) to improve the quality and safety of health services.

Each healthcare service provider has to assure itself, its service users and the public that it is providing safe

high quality care by demonstrating that it is meeting the *National Standards for the Prevention and Control of Healthcare Associated Infections* at all times. The Authority, through its monitoring programmes and periodic monitoring of outcomes and key performance indicators, aims to provide assurances to the public that service providers are implementing and meeting the National Standards and are making quality and safety improvements that safeguard service users.

Phase 2 of the Authority's monitoring programme will begin in 2013, and it will include the assessment of compliance with the National Standards by the Health Service Executive's National Ambulance Service.

New Board members

HIQA is delighted to announce three new appointments to our Board. Our new Board members are:

Darragh O'Loughlin: Pharmacist and former President of Irish Pharmacy Union

Sheila O'Malley: Retired Chief Nursing Officer in the Department of Health

Dr David Molony: General Practitioner in Mallow Primary Healthcare Centre.

Health Information update

Through our Health Information Directorate, HIQA is working to ensure that high quality health and social care information is available to support the delivery, planning and monitoring of services. We will be launching the National Standards for Health Information Resources once the Health Information Bill has been published.



HIQA's Health Information (HI) Directorate is working to ensure that high quality health and social care information is available to support the delivery, planning and monitoring of services. A comprehensive catalogue of the national health and social care information resources in Ireland has been prepared.

Technical standards are an enabler for sharing of healthcare information across organisations. To this end, the Authority has published the General Practice Messaging Specification 2.0 (2011) and a data set for patient referrals from primary care to outpatient services. An eHealth consultation undertaken in early 2012 identified key areas of work to be progressed by the eHealth Standards Advisory Group (eSAG). These include developing guidance on messaging standards and clinical terminologies; development of data sets including a clinical discharge summary data set; and technical standards required to support electronic prescribing and electronic transmission of prescriptions.

The HI Directorate is responsible for the development of a new function involving setting standards and monitoring compliance for research ethics committees. It is expected that the Authority will, subject to enactment of the appropriate legislation, take over the role of supervisory body in the Republic of Ireland in relation to research ethics committees (RECs) under the current clinical trials legislation. In addition, it is expected that HIQA will also assume a similar role in respect of other health research in the Republic of Ireland, subject to the enactment of proposals to be contained in the Health Information Bill.

HIQA prepares for regulating services for people with a disability

Over the last year we have worked closely with the Department of Health, the Department of Children and Youth Affairs and the HSE in identifying the number and nature of residential services currently provided to adults and children with disabilities in Ireland.



Based on this work, it is estimated that there are on average, 10,000 people with disabilities receiving care in approximately 1,400 residential centres. Over the coming months we will continue to communicate our approach to the regulation of residential centres for both adults and children with disabilities. This process has already begun: we published for public consultation, *Draft National Standards for Residential Centres for People with Disabilities*, available on the Authority's website.

The Draft Standards are intended to apply to all of the diverse and complex residential settings where people with disabilities live, and are organised into separate sections. The Standards focus on outcomes which empower people at the different stages of their lives to participate in, and contribute to, activities which help them to realise their full potential.

The people who live in residential centres should enjoy a good quality of life and live in a place that feels like home, one that upholds their personal dignity and respects their privacy. Once the relevant parts of the Health Act 2007 are enacted, HIQA will inspect these centres to monitor their compliance with the Health Act 2007, the regulations (currently under development) and the finalised and approved National Standards for Residential Centres for People with Disabilities.

Meet our Corporate Services team

The key role of the Corporate Services team within HIQA is to ensure the effectiveness of the systems, infrastructure and processes necessary to facilitate the efficient delivery of HIQA's services to all its stakeholders. Adding value is central to our ethos.

The Authority continually examines its processes so that they are as lean and efficient as possible, reduce

duplication and maximise efficiency. The Corporate Services team includes Human Resources (HR), Finance, Information Communications Technology (ICT) and Operations.

The ICT team is currently developing a robust information management system to support the activities of the various directorates within the Authority. The ICT team also manages the security and resilience of the Authority's systems and data. Our Operations team ensure that the Authority's offices are fit for purpose, well maintained and that staff and visitors to the Authority's offices are supported through appropriate health and safety practices. The Operations team also support all Freedom of Information and Data Protection activities within the Authority.

HIQA Supports Healthcomplaints

HIQA is supporting Healthcomplaints, a public service initiative to help members of the public understand where and how to complain about health and social care services.



Healthcomplaints is a toolkit which provides information and support to the public about how and where to make complaints about services in health or social care. It consists of a guide for the public, a leaflet, a poster, a staff training guide and the website – www.healthcomplaints.ie. Healthcomplaints is a collaboration between regulators, professional bodies, complaints handling bodies, health and social care providers and service user representatives. All the materials and more information can be downloaded from www.healthcomplaints.ie.

International News Round Up

- **Call for Papers:** *The International Society for Quality in Health Care's (ISQua) 30th International Conference: Edinburgh October 2013*
- **European Union Network for Patient Safety and Quality of Care (PaSQ)**
- *HIQA is taking part in EUnetHTA Joint Action 2 (2012-2015) which started in October. It will focus on strengthening the practical application of tools and approaches to cross-border HTA collaboration.*



- The **Call for Papers has been issued for ISQua's 30th International Conference** to be held in Edinburgh in October 2013. There are nine themes which include Governance, Leadership and Health Policy; Patient Safety; Improving Population Health; and Education in Safety and Quality. For more details and abstract submission guidelines go to <http://www.isqua.org/conference/edinburgh-2013/call-for-papers>
- **European Union Network for Patient Safety and Quality of Care (PaSQ)** HIQA has been designated by the Department of Health as the Irish representative in the Joint Action (JA) (European Union Network for Patient Safety and Quality of Care – PaSQ). Ireland's primary involvement is in Work package 6 (WP6) on quality healthcare systems collaboration in the EU. The Joint Action will run for 36 months from 1 April 2012. It aims to strengthen cooperation between EU member states, international organisations and EU stakeholders on issues related to quality of healthcare, including patient safety and patient involvement through networking. For more information go to: <http://www.pasq.eu/>.
- HIQA will be contributing to WP5 – Applying the Health Technology Assessment (HTA) – Core Model for Rapid Assessment for national adaptation and reporting and WP7 (Methodology development and evidence generation: Guidelines and pilots production). More details are available on http://www.eunetha.eu/Public/Work_Packages/EUnetHTA-Joint-Action-2/. EUnetHTA is a European network for health technology assessment. Focusing on scientific cooperation in HTA in Europe, 34 government-appointed organisations work together to help developing reliable, timely, transparent and transferable information to contribute to HTAs in European countries.

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