

## Welcome

Welcome to the latest edition of HIQA News. In this issue we report on a number of important initiatives, including the launch of the *National Standards for Residential Services for Children and Adults with Disabilities* – a landmark moment for the care and support of people with disabilities in Ireland. We're very proud of all the work that HIQA and our various stakeholders have done in the development of these Standards. I have no doubt that they will have a substantial impact on the quality and safety of care and support for people with disabilities.

We have also published our first inspection report of a child protection and welfare service, and health technology assessments on breast cancer surveillance and thresholds for surgical procedures. Our Health Information team has launched new guiding principles for national health data collections, while we have received a Highly Commended award from the Office of Public Works for energy savings in our Head Office in Cork.

We said goodbye to our former Chairperson, Pat McGrath, after 8½ years in the role, and we welcomed our newly appointed Chairperson, Brian McEnery. In this edition we also bring you further updates on our hygiene work in acute hospitals, our work with nursing homes and residential services for children and the feedback we have received from you on our new Corporate Plan 2013–2015.

As ever, we would welcome your feedback, so please feel free to write to us at [hiqanews@hiqa.ie](mailto:hiqanews@hiqa.ie).

With warm regards to everyone,

Dr Tracey Cooper, CEO, HIQA

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## New standards for residential services for children and adults with disabilities

At a major event in the Mansion House in Dublin on 14 May, HIQA's [National Standards for Residential Services for Children and Adults with Disabilities](#) were launched by the Minister for Disability, Equality, Mental Health and Older People, Kathleen Lynch TD.

At a major event in the Mansion House in Dublin on 14 May, HIQA's [National Standards for Residential Services for Children and Adults with Disabilities](#) were launched by the Minister for Disability, Equality, Mental Health and Older People, Kathleen Lynch TD.

The regulation of residential services for children and adults with disabilities will begin later in 2013 and these National Standards, along with the regulations, will be used to assess the quality and safety of care and supports provided to children and adults living in residential services or receiving residential respite care.

These Standards outline to providers what they must do to ensure safe and effective care is provided to people living in, or using, residential and residential respite services.

Speaking at the launch of the Standards, Phelim Quinn, Director of Regulation with HIQA, said the publication of these Standards is a landmark moment for disability services in Ireland. "From now on, they will provide those who use services and their families/representatives with a guide as to what they should expect from residential services. These Standards will be used as a framework to drive continuous improvements in these services."

The Standards were developed by the Authority following a review of national and international literature, a



Jude O'Neill, Inspector Manager with HIQA recording a YouTube video on the new Standards. Photo: Slava Zhukoff

number of meetings with a Standards Advisory Group and an extensive consultation period with a wide range of stakeholders in children and adult disability services in Ireland. The National Standards apply to residential services and residential respite services provided to children and adults with a disability by the Health Service Executive (HSE) or by HSE-funded service providers in the voluntary sector.

The National Standards can be downloaded from [www.hiqa.ie](http://www.hiqa.ie) in a variety of formats, including the [full Standards document](#), a [plain English guide to the Standards](#), an [easy to read version for adults](#) and one for [children](#). The Standards have been produced in Braille and there are [two audio versions](#): one is a short summary of the Standards, available on iTunes, and the other is the full standards, available on our website. There is also a short video about the Standards on [HIQA's YouTube channel](#). The video includes sign language and closed captioning.

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## New HIQA Board Chairperson appointed

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Brian succeeds Pat McGrath who has served as Chairperson of the HIQA Board for the last six years and was previously Chair of the interim Board of the Authority for 2½ years prior to that.

Welcoming Brian's appointment, Pat McGrath said, "I am delighted with Brian's appointment as he brings a wealth of business and healthcare experience with him that will assist the Authority in its development over the coming years."

The Minister for Health Dr James Reilly TD also welcomed the appointment, saying: "I am delighted that a man of the calibre of Brian McEnergy has decided to accept this position as Chairperson of HIQA. With his professional background in healthcare consulting, Mr McEnergy brings vast experience and understanding to his new role and I have no doubt he will carry on the excellent work commenced by outgoing Chairperson Pat McGrath."



Our new Chairperson, Brian McEnergy.

Brian is a Partner in BDO Accountants and Business Advisors and operates out of the firm's offices in Dublin and Limerick. He is one of the firm's corporate restructuring and recovery partners and is also one of the firm's healthcare consulting partners. He has been an advisor in the older person care sector for the past 17 years and is also a member of the Board of the National Asset Management Agency (NAMA).

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## HIQA publishes first child protection and welfare inspection report

The Authority has published its first report under its new independent inspection regime for Health Service Executive (HSE) child protection and welfare services, and further inspection reports are being prepared. The Authority has published its first report under its new independent inspection regime for Health Service Executive (HSE) child protection and welfare services, and further inspection reports are being prepared.

Phelim Quinn, Director of Regulation with HIQA, said the commencement by HIQA of the monitoring and inspecting of the HSE's children and family services is a significant milestone in providing assurance to children, families and the public on the quality and safety of child protection and welfare services.

"HIQA is inspecting HSE Children and Family Services to measure its compliance with the *National Standards for the Protection and Welfare of Children*. The Authority is also assessing the implementation by the HSE of *Children First: National Guidance for the Protection and Welfare of Children* (2011)," Phelim said.



Phelim Quinn, HIQA's Director of Regulation.

Our Children's Team has carried out a number of child protection and welfare inspections to date against the [National Standards for the Protection and Welfare of Children](#). We report on our findings publicly and, as part of this process, will promote improvements in these services. We published the [first inspection report in May on services in the Carlow/Kilkenny HSE Local Health Area](#).

Our report found that, while there were findings that services provided to children were safe overall, there were a range of non-compliance issues identified during the inspection process. Phelim Quinn said it was essential

that the national service learns from the outcomes of these inspections and takes all steps possible to deliver protection and support for vulnerable children.

This report is the first in a series of reports into Ireland's child protection and welfare services that will be published by the Authority and available to download from [www.hiqa.ie](http://www.hiqa.ie).

The Authority's Children's team continues to undertake inspections of the range of children's services within its remit. Reports have also been published recently of our inspection into HSE foster care services in [Dún Laoghaire Local Health Area](#), [Wexford Local Health Area](#), and [Kerry Local Health Area](#). We have also published reports on the [Ballydowd Special Care Unit](#) and [Children's Detention Schools on the Oberstown Campus](#). All reports are available from [www.hiqa.ie](http://www.hiqa.ie).

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## Report on breast cancer surveillance for at-risk women

HIQA has published a major report [on the monitoring of women aged less than 50 years of age who are at a higher risk of breast cancer](#) due to a genetic predisposition or a strong family history, with the report being mentioned during leaders' questions in the Dáil.

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The health technology assessment (HTA) report provides high quality cost-effectiveness evidence, generated using Irish data to aid decision making and policy debate on the issue of treatment for women at increased risk of breast cancer. The National Cancer Control programme has convened a working group to plan implementation of the advice from this HTA, which the Health Service Executive requested the Authority to carry out.

"The results of the research indicated that for those women who have been identified to be carriers of certain genetic mutations, annual magnetic resonance imaging (MRI) surveillance between the ages 30 to 49 is cost-effective," said Dr Máirín Ryan, Director of Health Technology Assessment at HIQA.



Dr Máirín Ryan, HIQA's Director of Health Technology Assessment.

From ages 40 to 49, the addition of an annual mammogram may also be considered. In another small cohort of women who have a high probability of breast cancer before age 30 (TP53 mutation carriers), annual MRI surveillance from age 20 to 49 is the optimal strategy.

For women at high familial risk, but with no identified genetic mutations, and those at moderate risk, surveillance is not cost-effective compared to offering no surveillance. However, if the goal is to maximise health gain using existing resources and taking account of current international practice, then annual surveillance using mammograms from ages 40 to 49 is better than the current arrangements.

The issue of breast cancer surveillance was subsequently raised by Fianna Fáil leader Micheál Martin TD during leaders' questions in the Dáil, with Taoiseach Enda Kenny stating that HIQA had recently completed a health technology assessment of surveillance of women aged less than 50 who are at elevated risk of breast cancer, and outlining the recommendations contained in the HTA report.

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## Guiding principles for major health data sources

The [Guiding Principles for National Health and Social Care Data Collections](#) were launched by HIQA's Health Information team at the recent "Creating the Optimum Legal and Regulatory Environment for eHealth" session at eHealth Week 2013, held in Dublin.

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National health and social care data collections are national repositories of routinely collected health and social care data in the Republic of Ireland. They range in size from large national data repositories, such as the National Cancer Registry Ireland and the Primary Care Reimbursement Service, to smaller patient registries.

The guiding principles incorporate national and international evidence and promote a practice that is up to date, effective and works towards achieving greater consistency across all national data collections. These principles provide a basis for planning and measuring improvements as well as identifying and addressing gaps and quality issues. They drive continuous



Professor Jane Grimson, Director of Health Information with HIQA, said:

“National data collections play a crucial role by providing a national overview of a particular health or social care service. Ultimately, their primary purpose is to improve the quality and safety of these services. Considerable time, effort and resources are invested into producing a high quality data collection, therefore it is important to maximise the use of this data to benefit the population. In order to do that, it is essential to promote, encourage and facilitate the use of the data.”

Copies of the *Guiding Principles for National Health and Social Care Data Collections* are available from [www.hiqa.ie](http://www.hiqa.ie).

The Guiding Principles were launched during eHealth Week 2013, a major international conference held in the Convention Centre, Dublin, held as part of Ireland’s EU Presidency. Tracy O’Carroll and Barbara Foley from HIQA introduced the Guiding Principles document. We also presented a number of papers at the conference, and our Chief Executive Dr Tracey Cooper addressed the meeting. Professor Grimson spoke on ‘How the Romans built the space shuttle: standards, innovation and eHealth’; while Dr Kevin O’Carroll from our Health Information Team discussed our eHealth standards work programme.

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## Regulation of residential services for children and adults with disabilities in Ireland

HIQA is preparing for the forthcoming regulation of residential and respite services for children and adults with disabilities in Ireland. Planning for the registration of designated centres is well advanced and we have been sanctioned to recruit additional inspectors and other regulatory staff.

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Four separate information meetings for providers of residential services for people with disabilities took place during May in Sligo, Dublin (two meetings) and Cork. These were attended by over 300 providers and managers from the disability sector. At the meetings, HIQA staff presented information on a range of topics including: introduction to regulation, definition of a designated centre, the Health Act 2007 and the registration process.

The meetings also generated a number of questions from providers which included:

- When will the regulations be available?
- What is a ‘fit person’?
- What is the relationship between standards and regulations?
- When will inspections start?
- Who should I nominate as the person in charge?

While answers to these and other questions were provided on the day a frequently asked questions document will be available shortly on our website. HIQA is also planning further information meetings with providers and details of these will be available in due course.

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## Nursing homes advised on physical space requirements

HIQA has recently issued its first regulatory notice to registered providers and persons-in-charge of designated centres for older people, such as nursing homes, in order to ensure that the use of physical space provides privacy and dignity to the residents living there.

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The notice, in relation to premises and the physical environment, explains the responsibilities of the provider and person in charge.

The position of the Authority is that a suitable premises is one that ensures the privacy and dignity of residents through the provision of sufficient physical space to meet the assessed needs of each person living there.

Where it appears to HIQA that registered providers are not meeting the regulations and standards in relation to physical space – and ensuring the privacy and dignity of residents – we will identify the evidence for the shortcoming, including the negative outcomes for residents and our inspectors will explain the basis for their judgments.

Registered providers will have the opportunity to address any identified non-compliance through HIQA’s normal regulatory process (that is, through the provider’s action plan response arising from an inspection). In



the course of proposing an action plan response, the provider will have full opportunity to discuss the particular circumstances of the specific area involved with our inspectors.

Where significant non-compliance is identified, written, explicit and costed compliance plans with timescales will be required from providers. These plans will need to clearly show how and when compliance with the relevant regulations and the [National Quality Standards for Residential Care Settings for Older People in Ireland](#) will be achieved.

As the National Standards outline, timeframes should in principle not extend beyond July 2015. Therefore, given the importance of privacy and dignity to residents and also in light of the lead-in time of several years which has already been given to providers in respect of complying with the requirements for premises, the Chief Inspector will require substantial and exceptional justification for any plan which proposes a timeframe beyond July 2015.

The entire text of the regulatory notice is on [www.hiqa.ie](http://www.hiqa.ie) alongside [a number of safety alerts which were issued to providers over the past 12 months](#).

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## Deputy Director of Regulation appointed

HIQA has appointed Mary Dunnion, pictured, to the post of Deputy Director of Regulation (Healthcare and Children's Services).

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This post is key to the ongoing and developmental work of the Authority in the regulation and oversight of healthcare and children's services.

Prior to her appointment, Mary was Regional Manager in the Authority's healthcare team. Before joining the Authority in 2009, she worked in the acute health sector in a variety of clinical, educational, nursing and senior general management positions. Mary holds qualifications in nursing science, health, safety at work, human resource management, clinical risk assessment and health services management. She comes with experience in leadership and senior management in a range of healthcare settings, and more recent experience in the oversight/regulation of healthcare services.

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## HIQA Chief Executive pays tribute to former chairperson

Dr Tracey Cooper, the Chief Executive of HIQA, has paid tribute to Pat McGrath who has stepped down after six years as Chairperson of HIQA and who was previously Chair of the interim Board of the Authority for 2½ years prior to that.

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Pat McGrath

In a message to our staff, Tracey said: "Pat has been instrumental in leading and navigating the successive Boards, and the organisation as a whole." One of Pat's final acts with HIQA was to chair the launch of the *National Standards for Residential Services for Children and Adults with Disabilities* by the Minister for Disability, Equality, Mental Health and Older People, Kathleen Lynch TD.

Tracey also stated: "Pat was the first Chairperson of HIQA, he was appointed on 28 September 2004 and has been the Chairperson until mid-May this year. Pat's term as Board Chairperson came to an end last year, but he was asked by the Minister for Health, and kindly agreed, to do a further year as Chairperson, which came to an end on 14 May – a total of 8½ years as Chairperson of HIQA. Throughout that time Pat has worked way above and beyond the Chairperson's role and demonstrated unwavering commitment and dedication to drive and shape what we are and what we do."

Separately, Minister for Health Dr James Reilly TD stated: "I want to acknowledge Mr McGrath's significant contribution as Chairperson of HIQA since its inception six years ago. Under his stewardship the Authority has become a crucial part of the Irish healthcare system responsible for driving improvements in the quality and safety of healthcare on behalf of patients."

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## Hygiene visits to half of public acute hospitals

HIQA continues to inspect public acute hospitals against the *National Standards for the Prevention and Control of Healthcare Associated Infections*, with half of all these hospitals now inspected.

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Our healthcare regulation team continues announced and unannounced assessments against the *National Standards for the Prevention and Control of Healthcare Associated Infections*.

A further seven inspection reports were published in April. The assessments by HIQA focus on a range of elements essential for the prevention and control of Healthcare Associated Infections.

Since the commencement of a monitoring programme against the National Standards in November last year, HIQA has undertaken monitoring assessments in 26 hospitals. Of these, announced monitoring assessments have been carried out in 10 hospitals, and unannounced monitoring assessments conducted in 20 hospitals. We have undertaken both announced and unannounced monitoring assessments in relation to several hospitals so far.

Since our first round of inspection reports were published earlier this year, there have been some indications of improved staff awareness of hand hygiene practice in some hospitals subsequently inspected by us. However, a culture of good hand hygiene practice has yet to become consistently and fully embedded.

As part of HIQA's commitment to providing assurance on the quality and safety of our healthcare services, we will continue to commit resources to this important inspection programme in all acute hospitals throughout this year and into 2014. We believe that these inspections will form the basis of increased public confidence in services and in healthcare regulation in Ireland. To this end, we thought it would be useful to outline what hospitals might expect if inspected. The table below sets out an accurate summary of the current process.

### A summary of our inspection processes

#### Announced

- Notification will be given to hospital 6 weeks in advance of the assessment
- Required data and documentation should be returned, electronically, to HIQA within 10 working days of receipt of the request.
- 1 x day monitoring assessment (more if group)
- On-site review of at least 2 (normally 3) x clinical areas
- 2 x service provider meetings on site
- HIQA drafts report
- Draft report issued to hospital for factual accuracy review
  - 5 working days for factual accuracy review and feedback from hospital
  - Report published by HIQA on [www.hiqa.ie](http://www.hiqa.ie)
  - Hospitals must publish quality improvement plan within 6 weeks of HIQA publishing report.

#### Unannounced

- No notification provided
- 1 x day monitoring assessment
- On-site review of at least 2 (normally 3) x clinical areas
- 2 x service provider meetings on site
- HIQA drafts report
- Draft report issued to hospital for factual accuracy review
- 5 x working days for factual accuracy review and feedback from hospital
  - Report published by HIQA on [www.hiqa.ie](http://www.hiqa.ie)
  - Hospitals must publish quality improvement plan within 6 weeks of HIQA publishing report.

The inspection and monitoring process is currently under review. As part of our ongoing commitment to improve the outcomes of our work, HIQA is happy to receive feedback from staff about their experience of our inspection processes. Further information about the monitoring process is available at: <http://www.hiqa.ie/healthcare/focus-quality-safety/healthcare-associated-infections>.



## HIQA Board approves three-year Corporate Plan

Thanks to everyone who contributed to the public consultation on our draft Corporate Plan 2013–2015, which will outline and provide the direction and focus of HIQA for the next three years.

Thanks to everyone who contributed to the public consultation on our draft Corporate Plan 2013–2015, which will outline and provide the direction and focus of HIQA for the next three years.

Our Board has now reviewed and approved the Corporate Plan 2013–2015, and it has been submitted to the Minister for Health for his consideration. It will be published on our website when approved. During the public consultation on the Plan, we received valuable feedback from patient advocacy organisations, health and social care providers and professional organisations, amongst others.



The Corporate Plan concentrates on improving care, safeguarding people, informing people and informing policy and service decisions. The next three years will be a very important time for health and social care services in Ireland, and for HIQA, which will be preparing for new functions while refining and improving our approach to existing functions. The Corporate Plan is intended to incorporate these developments in a

coordinated and well managed way. It also includes key performance indicators which we will report against, so that everyone can see if we are achieving what we set out to achieve.

Since our establishment in May 2007, there has been a vast amount of work done to establish our approach towards driving improvements in the quality and safety of our health and social services. We have gained significant insights into not only the sectors that we monitor and regulate, but how we work and how best to engage with those sectors. For the life of this Corporate Plan, we intend to build on these insights and further develop and refine our approach.

The outcomes in the Corporate Plan describe the core reasons for our existence and what the intended consequences of our work will be. We have identified four outcomes that the Authority wishes to achieve in order to deliver our mission. These are described as follows:

1. **Care is improved** – we enable sustainable improvements in safety and quality of health and social care services.
2. **People are safeguarded** – we act to reduce the risks of harm and abuse to people using health and social care services.
3. **People are informed** – we publicly report on safety, quality and effectiveness of health and social care services.
4. **Policy and service decisions are informed** – we inform policy development and how services are delivered.

Our Corporate Plan reflects the need to continue to do our existing functions well and to ensure there is a strong framework and approach for undertaking additional functions. Without the help and support of all our stakeholders, our efforts will not be successful and so the need for collaboration and active engagement with people using and those providing services will be a key factor in our onward journey.

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## New guidance on classifications and terminology systems

Our Health Information Directorate will shortly be publishing guidance on classifications systems and clinical terminologies used in electronic communications between healthcare providers, in order to support eHealth applications such as electronic patient records and to improve patient safety.

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During the electronic sharing of a person's health information, the content of any message sent electronically has to be clearly understood by both the sender's and receiver's computer so that there is no ambiguity about the patient's condition – commonality and accuracy of clinical terms used is crucial in ensuring safe care is provided.

Clinical terminologies are input systems used for the primary logging of clinical care. Classification systems are regarded as output systems and are not meant to be used for the primary recording of clinical care. Instead, they are usually used when there is an external reporting need. Clinical terminologies and classifications provide a common medical language that allows data to be shared.

We will therefore shortly be publishing guidance on classifications and terminology systems to support eHealth applications and to ensure that information which is sent from an information technology (IT) system, such as a general practitioner's practice management system, to another, such as a hospital system, can be understood and correctly interpreted.

Meanwhile, the national standardised discharge summary data set will be published soon. Over 100 submissions were received in response to our public consultation and we would like to take the opportunity to thank all those who responded. The discharge summary complements the national standard referral data set which was published in 2011. It will ensure that vital information to support continuity of care is available in a timely and consistent way.

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## HIQA and Medical Council sign Memorandum of Understanding

HIQA and the Medical Council have signed a [Memorandum of Understanding](#) (MoU) to work closely together for the benefit of safeguarding patients in Ireland. The MoU signals a commitment by both organisations to work closely together on the regulation of health and social services and the regulation of medical practitioners in Ireland.

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The MoU states that the two organisations will honour the agreement by promoting cooperation on areas of strategic and high-level operational interest; facilitating cooperation on cross-referral of concerns, where one organisation believes that it falls within the remit of the other; and collaborating on communication and patient safety information sharing activities.



Caroline Spillane, Chief Executive of the Medical Council with Dr Tracey Cooper, Chief Executive of HIQA.

Dr Tracey Cooper, Chief Executive of HIQA, said: "This Memorandum of Understanding is an important step forward for our two organisations. Failures in communication between health agencies were recently highlighted and reported as one of the causes of a large number of deaths at the Mid Staffordshire NHS Foundation Trust hospital in England. Learning lessons from this, the MoU will cover areas of common interest for the two bodies, leading to better safeguarding of patients and more informed regulation of the health and social care services in Ireland that fall within the remit of the two organisations."

Caroline Spillane, Chief Executive Officer of the Medical Council, added: "Collaboration is vital among organisations within the health system to ensure that patients receive appropriate care. While the Council and HIQA already have a close working relationship, this MOU will formalise procedures to facilitate information sharing where there is a perceived shortfall in the standards that patients should expect."

A full copy of [the Memorandum of Understanding](#) is available at [www.hiqa.ie](http://www.hiqa.ie) and [www.medicalcouncil.ie](http://www.medicalcouncil.ie).

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## Work continuing on thresholds for surgery referrals

HIQA's Health Technology Assessment team is continuing its work on referral and treatment thresholds for planned surgical procedures, with the focus now on orthopaedic, plastic surgery, and pain management.

HIQA's Health Technology Assessment team is continuing its work on referral and treatment thresholds for planned surgical procedures, with the focus now on orthopaedic, plastic surgery, and pain management.



In April, and following a period of public consultation, we published the first four health technology assessments on thresholds for scheduled surgery for:

- [Cataract Surgery](#)
- [Tonsillectomy](#)
- [Grommet insertion and adenoidectomy for otitis media with effusion](#)
- [Varicose Vein Surgery](#).

We recommended the introduction of referral and treatment guidelines for certain procedures, aimed at ensuring a more efficient referral process, standardising the care provided and ultimately improving patient access to beneficial surgery.

The second wave of assessments is underway at the moment. Procedures that will be examined in this phase include carpal tunnel syndrome, Dupuytren's contracture, ganglion cysts, trigger finger and spinal procedures for lower back pain.

These will be put out for public consultation in the near future. Please see the HIQA website for more details once public consultation has begun, or to download any of the reports from the first phase of the project.

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## HIQA wins OPW energy saving award

The Authority's commitment to reaching an EU directive on a reduction of CO<sub>2</sub> omissions by 20% in its offices has been formally recognised by the Office of Public Works (OPW) in a ceremony held on 5 June 2013.

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The Optimising Power @ Work is a programme run by the OPW to increase awareness around energy conservation in public buildings and thus save money for the exchequer by making the best use of energy.

During the Regional Awards ceremony on 5 June, the Authority received a Highly Commended award from the OPW in its Best Air Conditioned Building category, for our Head Office in Cork. The awards ceremony took place in the Irish Naturalisation and Immigration Service (Department of Justice), Tipperary Town, Co Tipperary.



There has been a steady and determined decrease in the Authority's energy consumption and emissions since the baseline year of 2010 to date. This is in spite of increased activity over the period, and a number of extremely cold winters during that time. We have now passed the halfway point of our target of a 20% reduction by 2020 for our Head Office. Our energy consumption in our Head Office has decreased by 12.1% since 2010.



Our Highly Commended award in the OPW's Best Air Conditioned Building Category, for our Head Office in Cork.

## New medication safety initiative begins

As part of our work with the Institute for Healthcare Improvement (IHI) Regional Open School in Ireland, HIQA has embarked on a new patient safety initiative in relation to medication reconciliation.

As part of our work with the Institute for Healthcare Improvement (IHI) Regional Open School in Ireland, HIQA has embarked on a new patient safety initiative in relation to medication reconciliation.

Medication reconciliation is a means of drawing up a highly accurate list of medicines which a patient may currently be taking and comparing this list to medicines listed in the patient notes or in prescriptions issued to them, especially in relation to the care of patients being transferred from one care setting to another. The process is also about ensuring that any changes made to medications in one setting are communicated when the patient moves to another healthcare setting.

Marie Kehoe O'Sullivan, HIQA's Director of Safety and Quality Improvement, said: "This is very important for safety and quality care in Ireland as the highest number of incidents reported to the Clinical Indemnity Scheme (CIS) result from medication errors, primarily due to a lack of communication about medication changes during times when patients transfer from one care setting to another – home to hospital, hospital to home, nursing home to hospital, emergency department to ward in hospital etc.."



Marie Kehoe O'Sullivan, HIQA's Director of Safety and Quality Improvement

The process for medication reconciliation – which will be the 'action learning' component of the Institute for Healthcare Improvement (IHI) education and training programme – was launched at the pilot sites on the week of 13 May 2013. The process has been well received to date. Education sessions for the pilot sites are underway on the project and what they will be expected to do as part of this project. We will provide the training and supporting documentation to the pilot sites as they undertake this part of the project.

Marie concluded: "A checklist will form part of the process, but there may also be changes to discharge documentation, medication administration records etc.. The medication reconciliation pilot will be completed at the end of December 2013. The initial stage (May and June) of the pilot will involve an audit of current practice in medication reconciliation."

## HIQA supports Irish Heart Foundation stroke awareness

HIQA is supporting the Irish Heart Foundation FAST Awareness Week which runs until 14 June next. We have Tweeted on the event, which aims to save lives and prevent disability from stroke.

## International News Round Up

### HIQA collecting data on range of patient safety measures

HIQA's Safety and Quality Improvement team has been asked to coordinate a data collection exercise on patient safety initiatives under way in Ireland, as part of its involvement with the [Joint Action European Union Network for Patient Safety and Quality of Care \(PaSQ\)](#).

As the national contact point in Ireland for PaSQ, we have been asked by the WP5 (Patient Safety Initiatives Implementation) leader to coordinate the data collection exercise on tools used to implement the patient safety initiatives.

These would include training videos, posters, leaflets, patient information etc. used in Ireland to implement national initiatives such as a national hand hygiene initiative. We are working with the Health Service Executive (HSE) and the Mental Health Commission on this exercise.

## Visiting Austrian students hosted by HIQA

HIQA hosted a delegation of healthcare management students visiting from an Austrian university in April. The students received a presentation on the role and responsibilities of HIQA including insights into quality management, assurance and standard development. Our Chief Executive Dr Tracey Cooper is currently President of the [International Society for Quality in Healthcare \(ISQua\)](#) and Peter Carter, the Acting CEO of ISQua, gave a presentation to the student group on the day.

## Backing for World Health Day 2013

HIQA supported an initiative by the World Health Organization to prevent and treat high blood pressure, and ultimately reduce heart attacks and strokes. [World Health Day](#) was celebrated on Sunday 7 April, to mark the anniversary of the founding of the WHO in 1948. Each year a theme is selected for World Health Day that highlights a priority area of public health concern in the world – this year the theme was high blood pressure.

## Latest Tweets @HIQA

This week is Irish Heart Foundation FAST Awareness Week to save lives & prevent disability from stroke  
<http://t.co/3boDRaUUf4>  
2 days ago · reply

Delighted to announce our Cork office won a Highly Commended award from the Optimising Power @ Work programme run by OPW for energy saving  
4 days ago · reply

Go to <http://t.co/DxIPOjt5BK> for additional job opportunities for Inspector Managers  
5 days ago · reply

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