

Welcome

Welcome to the latest issue of *HIQA News*.

We are continuing to work with people providing a multitude of healthcare and residential social care services in order to use regulation as a means of driving improvement in those services.

This issue of *HIQA News* outlines some initiatives we are undertaking to help providers navigate through the various regulations and standards that they must meet. It also updates you on other areas of our work.

As I am retiring in late September, this will be my final message to *HIQA News* readers. I am delighted to see that our Board has appointed our Director of Regulation, Phelim Quinn, to head up HIQA on an acting basis.

Given the role of HIQA in promoting safer better care for people using our health and residential social care services, and as our [recruitment process for a new CEO](#) gets under way, it is important to note that the work of HIQA goes on.

Our inspection teams in nursing homes, children's services, and residential services for people with disabilities continue to be very busy. Our Health Technology Assessment, Health Information and Safety and Quality Improvement teams are likewise occupied.

So in the interim, we are continuing to keep our statutory focus firmly on the patient and people using our services. Finally, I would like to thank you all for your support during my time in HIQA, and in my role as Acting CEO.

Very best wishes to all.

Professor Jane Grimson, Acting Chief Executive



Professor Jane Grimson, Acting Chief Executive, who is retiring



Pictured at our Dublin office were some of the latest graduates of our Institute for Healthcare Improvement (IHI) quality improvement programme, from the Clinical Indemnity Scheme, the Health Service Executive, and HIQA staff, along with Phelim Quinn (left) and Marie Kehoe-O'Sullivan (fifth from left) from HIQA and Philip Caffrey from our Board (right)

HIQA makes interim senior appointments

We are appointing a new Acting Chief Executive, our Director of Regulation Phelim Quinn.

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Our Acting Chief Executive Professor Jane Grimson is retiring shortly, having led the Authority since the departure of our first CEO Tracey Cooper.

One of Ireland's foremost experts in Health Informatics, Jane has also been our Director of Health Information since she joined the Authority in 2007.

Due to Jane's retirement, our Board has now approved the appointment of Phelim Quinn as Acting CEO with effect from 26 September 2014 to succeed Jane.

Dr Máirín Ryan has also been appointed Acting Deputy CEO from the same date. In a further development, our Head of Healthcare Rachel Flynn has been appointed Acting Director of Health Information with effect from 1 September 2014.



HIQA's Director of Health Technology Assessment, Dr Máirín Ryan, who will be our Acting Deputy CEO



Rachel Flynn, our Head of Healthcare, has been appointed Acting Director of Health Information

Professor Grimson said: "I am sure you will all join me in congratulating them and wishing them all well in their new roles. I am delighted to 'pass the baton' on to them and am confident that they will provide strong and effective leadership and management of the Authority until the new CEO in place."

Public access defibrillation HTA

We are currently working on a health technology assessment (HTA) of public access defibrillation.

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This HTA examines the clinical and cost-effectiveness of providing automatic external defibrillators (AEDs) in public areas that can be used by member of the public if someone has a cardiac arrest in the vicinity.

Our Director of Health Technology Assessment Dr Máirín Ryan says: "The Government is currently considering [draft legislation](#) that would involve the deployment of AEDs in a range of designated places throughout Ireland. The purpose of our assessment is to estimate the costs and benefits of the programme outlined in the bill, as well as a number of alternative programme configurations."

"We will also examine the potential implications of such a programme for the delivery of health services as well as the ethical and legal ramifications of the proposed legislation for cardiac arrest patients and those who will need to install AEDs on their premises. Given the nature of this intervention, a key part of the HTA will be a period of public consultation, where the preliminary results of the assessment are provided to all interested individuals and organisations for comment."

A draft report is scheduled to be made available for public consultation in September. After this has been completed, all feedback will be considered in detail and any changes will be made as appropriate. More details of this project are available on the [HIQA website](#).

Feedback wanted on new nursing home standards

We have launched a nationwide public consultation on draft revised standards for nursing homes and residential care settings providing services to older people.



To view our YouTube video on the draft standards, [click here](#).

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Our new *Draft National Standards for Residential Care Settings for Older People in Ireland* are a revision of the current standards which were published back in 2009.

Our Director of Safety and Quality Improvement Marie Kehoe-O'Sullivan, says: "The current standards are now five years old and nursing home care has moved on during this time. We have reviewed what we have learnt from the last five years of nursing home inspections to reflect where significant improvements have been made and also where further attention is needed."

The Standards focus on the individual and set out the rights of residents, including their entitlement to protection, high quality, safe and respectful care, as well as matters such as staffing and management of the residential care settings. The Standards, when mandated, apply to services provided in all nursing homes, and other care settings, run by the Health Service Executive (HSE), private organisations or voluntary bodies.

"They also take into account feedback from focus groups that we have organised with residents living in nursing homes, their relatives and staff working in nursing homes, as well as developments in evidence-based research on the care of older people," says Marie.

[We are now seeking feedback on the new Draft Standards](#) from residents and their families, interested groups, people working in nursing homes and from the general public. Your feedback will be used to inform the development of the final set of standards.

Once finalised, these will be submitted to the Board of the Authority and then to the Minister for Health for approval.

The final date for receipt of submissions is 24 September 2014. To take part in the [consultation go here](#). Copies of the Draft Standards, an easy-to-read version and a poster about the consultation have been sent to every nursing home in the country. We have more copies available so please do contact us if you'd like to receive them.

You can also watch the [video on YouTube](#), listen to [the audio version](#) or follow HIQA on [Twitter](#) and [Facebook](#). You can contact our consultation team for further information by phoning 01- 8147439.

HIQA to focus on dementia care in 2015

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Our 2014 thematic inspection programme focused on end-of-life care and food and nutrition, and involved the development of guidance for providers who then self-assessed their services.

In 2014 up to the end of July, 117 thematic inspections of individual centres had taken place.

Our inspectors are continuing to focus on these two areas of nursing home care – end-of-life care and food and nutrition – with the aim of improving services in these areas.

The area of dementia care has been selected as the focus of thematic inspections in older persons' centres for 2015.

An expert advisory group has been set up to support the development and roll-out of the programme in early 2015, and full details will be given to all nursing home providers on this.

Update on residential disability services

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The Minister for Health commenced the regulation of residential centres for people with disabilities on 1 November 2013.

Prior to that, HIQA established a process for engaging with stakeholders through a number of forums, including a service-user representative group, provider representative group and regular review meetings with the Health Service Executive (HSE), as both a commissioner and a provider of services. We also ran information seminars for providers during the year prior to commencement.

Since regulation of residential centres for people with disabilities started, we continue to engage with stakeholders through the forums and are planning a series of seminars during October 2014 for providers. This is to assist them with preparing for registration. HIQA's area managers have also been engaging with providers at a local level.

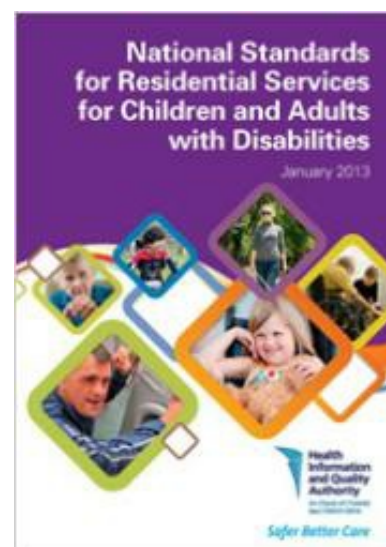
All providers had to notify HIQA of the centres within their remit by the end of April 2014, in compliance with the relevant legislation. We produced a guidance document to help providers with identifying designated centres within their residential services. Managers and inspectors also engaged in discussions with providers to assist in the identification process. As of the end of August 2014, there were 88 providers, 908 designated centres, comprising 1,361 residential units.

By 31 August 2014, there had been 439 inspections of centres for people with disabilities under our adult social care remit. Our children's team has carried out a further 52 inspections of designated centres for children with disabilities since we started regulating this area.

Of the adult social care inspections, 150 were registration inspections. By the end of August, 14 centres had been registered with HIQA while a further 18 had received their statutory notice of proposal, telling the provider of our intentions in relation to their registration application.

HIQA's adult social care team plans to undertake up to 180 further registration inspections before the end of 2014. All centres must be registered with HIQA before 31 October 2016, and the remaining centres will be scheduled for registration inspections during 2015 and 2016. We will also continue to undertake both announced and unannounced inspections and monitoring of centres during this registration programme.

You can [read our published inspection reports here](#).



New GP messaging standard published

We have published a [new version of the General Practice Messaging Specification](#) which now includes additional scenarios to support the electronic transfer of medicine prescriptions.

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The revised standard is aimed at improving electronic prescribing and the safety of electronic communication between general practitioners (GPs) and healthcare services.

It specifies the structure and content of electronic messages, and aims to standardise the transmission of these messages – ranging from blood test results, diagnosis information, referrals and X-rays – between general practices, hospitals and out-of-hours care, leading to safer better health information in Ireland.

HIQA's outgoing Acting Chief Executive and Director of Health Information, Professor Jane Grimson, says the initiative addresses the need to standardise the information shared between GPs and other healthcare professionals, such as hospital consultants, leading to reduced errors in information flow and better outcomes for patients.

This standard was first approved by the then Minister for Health and Children in May 2010. This new version, 3.0, has been developed to include the messaging requirements for the electronic transfer of prescriptions between GPs and community pharmacy. It is also relevant for prescribing in outpatient departments of hospitals.

An outline summary and a full copy of the standard is available [here](#). Meanwhile, we are currently developing further specifications to support the electronic transfer of a patient's prescription from prescribers, such as family doctors or consultants, to dispensers, such as a local pharmacy.



Health research ethics event

HIQA and the Department of Health recently hosted a health research ethics information briefing, attended by over 150 people involved in the health and social care research sector.

Pictured at the research ethics event were Professor Jane Grimson and Dr Máirín Ryan from HIQA and Peter Lennon from the Department of Health.

HIQA and the Department of Health recently hosted a health research ethics information briefing, attended by over 150 people involved in the health and social care research sector.

It outlined national and EU developments in the area of ethical approval for health research, to be implemented in Ireland under the supervision of HIQA.

Dr Máirín Ryan, Director of Health Technology Assessment at HIQA said: "Research is essential to the successful promotion and protection of health and wellbeing. The Health Information Bill, and changes to the existing clinical trials legislation, will provide a national approach to research ethics and will result in a more streamlined application process for researchers and funders, promoting patient safety and supporting Ireland as a good place to do research."



Dr Máirín Ryan, Professor Jane Grimson, and Linda Weir from HIQA, along with Peter Lennon and Mary Dowling from the Department of Health, at the research ethics event

We will play an important role in supporting research ethics committees and researchers to meet the requirements of the legislation and to improve the research ethics application process generally. It is expected that HIQA will become the Supervisory Body for research ethics committees recognised to review clinical trial applications in 2015. We will also be given a similar function to govern the approval of other health and social care research by ethics committees.

New developments for HIQA's children's team

HIQA children's team has launched its revised monitoring plan for children's residential centres, foster care and child protection and welfare services.

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It is a time of significant change for all children's services, and the establishment of Tusla, the Child and Family Agency, is a new and welcome development which will take some time to become firmly established.

We have been inspecting foster care, child protection and welfare services and residential services, and have identified both improvements and gaps in its services. Tusla has put in place more robust guidance for a number of its processes, including the assessment of child protection and welfare concerns.

The children's team is now using four new judgments for its monitoring of children's services against standards and regulations (excluding designated centres for children with a disability). These will now be used in all our inspection reports as they replace the previous judgments used, which were: Compliant, Non-compliant minor, Non-compliant moderate, and Non-compliant major. The new judgments are:

- Exceeds standard
- Meets standard
- Requires improvement
- Significant risk identified.

Children's Services Regulation Head of Programme Vicky Blomfield, said: "We believe that the new judgment descriptions take a balanced approach and allow the Authority to highlight examples of creative and innovate practice, whilst clearly highlighting both areas for improvement and serious risks. In designing them, the Authority met and consulted with our stakeholders and reviewed the judgments used by other regulators. We decided that the new judgment framework allows both an improvement and a risk-based approach."

We have held information sessions with Tusla to brief them on these changes, in our Dublin and Cork offices, which were well attended by managers in the sector. Tusla managers were also briefed on guidance on the new assessment frameworks for our monitoring and inspection procedures.

We have also introduced new escalation procedures, which are now published on the HIQA website. These describe the way in which we engage with providers who have not reduced or managed risks identified to them by HIQA and outline what actions may be taken as a result.

New care and welfare regulations

[New care and welfare regulations](#) for nursing homes came into operation on 1 July 2014.

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To help providers in maintaining compliance and quality of service, we have published updated [assessment](#) and [judgment](#) frameworks, and we have updated a wide range of guidances and other helpful documents. [All of these are available here.](#)

John Farrelly, Head of HIQA's Older Persons' Programme, said the assessment framework supports our staff in gathering evidence when inspecting, monitoring or assessing a service.

"The framework sets out the lines of enquiry explored by inspectors in order to assess compliance with the relevant standards and or regulation. The Judgment Framework sets out the critical service components required to provide a high quality service to residents," he said.

He added that it also assists inspectors to consider their findings within a framework of compliance and, by publishing the assessment and judgment frameworks that we use, provides transparency for providers and the public on how judgments are made.



Pictured is Vicky Blomfield from HIQA addressing Tusla staff during the information session at our Dublin office. A similar event took place at our Cork office



HIQA welcomes individual health identifiers Act

The Authority has welcomed the enactment of the [Health Identifiers Act 2014](#).

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We believe the creation of individual health identifiers is an important step forward for people who use and provide health services in Ireland.

Our outgoing Acting Chief Executive and Director of Health Information Professor Jane Grimson said: "The enactment of the Health Identifiers Act 2014 is an important step forward for patient safety and for quality of care in Ireland. The legislation provides the legal basis for individual health identifiers for health service users and health service providers. They will be used across the health service, both public and private. Identifiers will help to ensure that the right information is associated with the right individual at the right time. They will help to reduce duplication and the risk of mis-identification at the point of care. The Act also protects the privacy of individuals and complies with data protection legislation."

We have been working for several years towards the enactment of this legislation and are now in the process of setting standards for the governance and management of the identifiers.

Health Information team update

We continue to develop management, information governance and technical standards to support the implementation and monitoring of health identifiers for individuals, organisations and professionals. We continue to develop management, information governance and technical standards to support the implementation and monitoring of health identifiers for individuals, organisations and professionals.

Our Health Information team will be undertaking a public consultation on the governance and management standards later this year, and will be publishing draft standards for the public consultation.

Meanwhile, we continue to work on the development of recommendations on an integrated approach to national health and social care data collections.

We have also developed a set of Authority-wide 'Information Principles' on the use of information across the Authority. These principles will shortly be published on the HIQA website.

A business intelligence (BI) strategy for the Authority is being developed at present and we are working on data views and visualizations to support risk profiling for regulation of residential services for people with disabilities.

IHI quality improvement science graduates

Health service and HIQA staff have completed the second [Institute for Healthcare Improvement \(IHI\)](#) quality improving science course.

Health service and HIQA staff have completed the second [Institute for Healthcare Improvement \(IHI\)](#) quality improving science course.

"Our new graduates included staff from the Clinical Indemnity Scheme and Health Service Executive, and we recently held a graduation event in our Dublin office to celebrate their achievement," said Marie Kehoe-O'Sullivan, our Director of Safety and Quality Improvement.

Over 200 people have subscribed to participate in the IHI training programme this year and are continuing with the learning modules. This is with a view to completing the programme at the end of the year.



Nicola O'Grady, Eileen Dunphy, and Emer McEvoy from the HSE were among those who received their IHI certificates at the graduation ceremony in HIQA's Dublin office

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organisation based in Cambridge, Massachusetts, which aims to drive healthcare improvement worldwide. Earlier this year, the first 95 graduates received their certificates at a ceremony in Dublin.

Consultation on proposed referral thresholds

Our Health Technology Assessment team has produced a series of reports examining referral thresholds for a number of common clinical procedures in Ireland.

Our Health Technology Assessment team has produced a series of reports examining referral thresholds for a number of common clinical procedures in Ireland.

The purpose of these reports is to identify evidence-based criteria for deciding when patients should be referred for surgery or a procedure and when non-surgical or other treatment may be more appropriate.

The latest set of assessments focused on procedures for upper and lower gastrointestinal symptoms, hernia, gallstones and haemorrhoids.

In order to maximise the input from all those potentially affected by this issue, we organised a public consultation, which ended on 29 August.

All advice and comments received as part of this process are currently being considered in detail and will be incorporated into the final reports as appropriate, before they are finalised and submitted to the Health Service Executive.

The [draft reports are still available to read on our website](#). We have also recently published [draft versions of new national HTA guidelines for the review and synthesis of cost-effectiveness evidence as well as updated guidelines for evaluating clinical effectiveness](#).

These also underwent a period of public consultation and all feedback is now being evaluated. The final versions of both the referral thresholds and the national guidelines will be submitted to the Board of the Authority in due course and published shortly afterwards.

At the time of preparation of this newsletter, we had received submissions from six organisations for the guidelines and eight submissions for the scheduled surgical procedures reports – many thanks to those who took the time to get in touch with us.

Latest issue of Reach newsletter

The [latest issue of the Reach newsletter](#) produced by volunteers who are relatives of people living in nursing homes and who serve on the National Relatives Panel has now been published.

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The National Relatives Panel represents the voice of older people in residential care and their families. The Panel operates under the auspices of HIQA's Safety and Quality Improvement Directorate.

New volunteers to the panel are always welcome, and they can apply by contacting maydogdu@hiqa.ie. It is particularly seeking new members from the northwest, midlands and southwest regions. You can also subscribe to receive *Reach* through this email address.



New staff for expanded functions

Following a public recruitment competition, we have appointed 16 new regulatory officers for our expanded remit in health and social care.

Following a public recruitment competition, we have appointed 16 new regulatory officers for our expanded remit in health and social care.

Six will be based in our Cork office and the remainder in our Dublin office. As the role of regulatory officers is new to the Authority, we have put in place a two-year development programme that will enable each one to gain direct work experience within a range of our different functions.

Phelim Quinn, Director of Regulation with HIQA, said: "It is intended that regulatory officers will acquire broader knowledge, skills and understanding of the full range of the Authority's functions."

"A dedicated mentoring programme has also been put in place to support the regulatory officers. This is the first time HIQA has undertaken a mentoring programme like this. It will involve existing members of staff acting as mentors to people within each assigned team, to help them with day-to-day queries and to provide direction and support."

These regulatory officers will assist our inspection teams in carrying out their regulatory functions.

International News Round Up

European Union Network for Patient Safety and Quality of Care (PaSQ)

As part of the European Union Network for Patient Safety and Quality of Care (PASQ) Joint Action, HIQA is hosting a conference and workshop on 'Health and Social Care Priorities for Ireland - Learning with Europe'. The event will take place on 2 October 2014 in Dublin Castle and will address three themes: care of the deteriorating patient, medication safety and the vulnerable elderly. It will provide a platform for the audience to learn from and share their own experiences with their European contemporaries. Keynote speakers who have successfully completed quality improvement initiatives in these areas from The Netherlands, the UK and Norway will speak and be available to share and discuss their work. For further information go to the PasQ website, www.pasq.eu.

HIQA health information review for European meeting



Members of our Health Information team will present the findings of their international review on use of information in healthcare regulation at an international conference being held in Dublin in late September.

Our review explored how international regulators and quality improvement agencies – in eight different jurisdictions in New Zealand, Canada and Europe – use information in their work to improve health and social care services in their jurisdictions.

Tracy O'Carroll and Barbara Foley from HIQA will present the findings at the 18th Conference of the [European Partnership for Supervisory Organisations in Health Services and Social Care, \(EPISO\)](#) in Dublin Castle on 25 and 26 September 2014.

They will focus in particular on risk, use of information and user involvement. While there were some interesting findings from specific jurisdictions, a number of findings were common to all. These included:

- the importance of developing an information and or intelligence strategy
- publicly reporting on quality and safety indicators
- leveraging information that is routinely collected
- the value of capturing patient experience information
- ensuring that what is measured and reported on leads to real improvements for people and
- ensuring that the people being targeted for this information can understand it.

Results of online debate on residential care for older people



The [International Society for Quality in Health Care \(ISQua\)](#), has published the results of its online debate on the topic “By 2030, residential care for the aged will be unaffordable and the absence of alternatives will lead to a crisis in quality care for the aged”. An ISQua team proposing the motion won by a margin of 6% of the votes, the Society announced. A team from the Institute for Healthcare Improvement (IHI) had opposed the motion. The debate was opened by ISQua Immediate Past President Tracey Cooper, our former Chief Executive.

Latest Tweets @HIQA

What do you think would be the most useful format for HIQA’s new Nursing Home Standards (hardcopy, audio, easy read?) <http://t.co/LL7ZV9ZJl6>
22 hours ago · reply

You are invited to air your views on how services should be delivered in nursing homes. Find out more <http://t.co/jruMVZ3834>
2 days ago · reply

Are there any specific areas covered in our Nursing Home Standards which could benefit from further guidance? <http://t.co/LL7ZV9ZJl6>
2 days ago · reply

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