



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Service Charter action plan 2019–2021

October 2018

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The following action plan provides targets for each of the commitments that are set out in our Service Charter. A report on the implementation of those targets will be included in our annual reports.

Service standard commitment 1

We will foster a culture of mutual respect with our stakeholders by engaging in a respectful responsive and informed way.
We will put quality at the centre of our work.

Regulatory activities — when carrying out our registration function under the Health Act 2007 we will:	Our targets
<ul style="list-style-type: none">▪ be accountable for how we operate our regulatory functions▪ handle your information correctly and confidentially▪ make the registration process accessible and easy to use so that registered providers get things right first time▪ explain the decisions we make about you and respect your right to request a review of the decision▪ respect your right to make comments, compliments or complaints▪ expand and optimise online services to providers▪ seek feedback on the online experience, which will be reflected in regular reviews.	<ul style="list-style-type: none">▪ By the end of 2019, providers will be able to submit an application to renew the registration of their designated centre via the HIQA Provider Portal▪ We will process applications for new registrations and for amendments to a condition of registration within 16 weeks▪ We will provide support for providers on the effective use of the HIQA Provider Portal.

Regulatory activities - when carrying out inspections we will:	Our targets
<ul style="list-style-type: none"> ▪ produce official identification upon entering premises ▪ be courteous, respectful and professional ▪ provide information, advice and guidance on our regulatory processes and judgement frameworks ▪ talk to those using the service, to staff and to the service provider ▪ provide information to providers on our findings and judgments ▪ welcome feedback on our processes ▪ respect your right to a review of regulatory decisions via our submissions process ▪ enforce legislation in a proportionate, fair, consistent, open and accountable manner and in response to the risks identified. 	<ul style="list-style-type: none"> ▪ Provide 80% of stage one inspection reports within 15 working days of the inspection ▪ Residents' views and their experiences will be reported in all inspection reports ▪ Complete all submission process reviews in line with our published procedure and within committed timelines.

When delivering our Standards, Health Information and Health Technology Assessment (HTA) functions, we will:	Our targets
<ul style="list-style-type: none"> ▪ develop our standards, recommendations and HTAs on the basis of evidence and best international practice ▪ engage with our stakeholders by forming advisory groups and through consultation. 	<ul style="list-style-type: none"> ▪ 100% of standards, recommendations and HTAs will be evidence based ▪ All standards, guidance and recommendations will include the perspective of service users ▪ We will explain what each of our standards will mean for the service user ▪ All advisory groups will have broad representation from all parties relevant to the area in question, including a public perspective.

In relation to all our functions, we will:	Our targets
<ul style="list-style-type: none"> ▪ ensure that there are sound systems and processes in place for all of our functions ▪ ensure that any inconsistencies, inaccuracies or inefficiencies are addressed and improvements are implemented¹ ▪ monitor our performance on a continual basis ▪ ensure that your privacy is respected and that all matters are dealt with in line with General Data Protection Regulations (GDPR) ▪ seek feedback from our stakeholders on how we deliver our functions on a three-yearly basis. 	<ul style="list-style-type: none"> ▪ 70% of internal audit recommendations will be implemented within the timeframe identified in the internal audit report ▪ 70% of quality review actions will be implemented within specified timeframe.

Service standard commitment 2

We will provide equal access to all groups and work to remove any barriers that may impact on accessibility

We will:	Our targets
<ul style="list-style-type: none"> ▪ conduct regular user satisfaction surveys on HIQA's website to identify areas where accessibility to information can be improved ▪ comply with web accessibility guidelines ▪ provide information on our business processes ▪ respond to requests for information in a timely and helpful manner ▪ maximise transparency in our work ▪ ensure that our offices are accessible to people with disabilities. 	<ul style="list-style-type: none"> ▪ Requisite web accessibility guidelines will be complied with ▪ User satisfaction survey on HIQA's website to be conducted every two years ▪ All queries regarding disability issues or physical access will be dealt with by the Access Officer.

¹ Sources of information include internal audit function, quality and performance reviews, feedback from stakeholders (including complaints and comments)

Service standard commitment 3

We will provide information in simple, plain English (and Irish where required) and work to increase the availability of, and access to, information in a variety of ways.

We will:	Our targets
<ul style="list-style-type: none"> ▪ provide information in plain English and follow National Adult Literacy Agency (NALA) guidelines, where possible ▪ train our staff on the use of plain English ▪ use a range of communication channels and tools to ensure maximum reach ▪ provide information in Irish on request ▪ continue to improve the online experience of our stakeholders ▪ examine our processes to increase the transaction choices we offer our stakeholders. 	<ul style="list-style-type: none"> ▪ 95% of Freedom of Information requests will be completed within the legislative timeframes ▪ All media requests will be responded to in a prompt, accurate and transparent manner ▪ All parliamentary questions will be responded to within the specified timeframe ▪ Requests made by an individual relating to personal data held by HIQA will be actioned in accordance with Data Protection legislation and regulations. All data breaches will be notified to the Data Protection Commissioner as appropriate.

Service standard commitment 4

We will welcome your complaints and comments as a means of improving the way in which we work.

We will:	Our targets
<ul style="list-style-type: none">▪ welcome and examine feedback on how our services can be improved▪ publish our complaints procedure on our website and meet the timelines set out therein▪ handle complaints fairly, respectfully, consistently and efficiently and will keep the complainant informed during the process▪ provide a formal and accessible appeals system for those who are dissatisfied with the outcome of stage one of the complaints process.	<ul style="list-style-type: none">▪ All feedback will be examined and acted upon where appropriate.▪ 100% of complaints will be responded to within the timelines set out in the complaints policy.▪ 100% of appeals will be processed within the timelines set out in the policy.

Service standard commitment 5

We will hold structured consultations with stakeholders on the development and delivery of our services and ensure that there is effective evaluation of our work.

We will:	Our targets
<ul style="list-style-type: none"> ▪ ensure that there is a public consultation on every HIQA standard, recommendation, guidance and relevant HTA project, and that feedback is addressed in the final document ▪ engage with specific sector experts to ensure that technical aspects of our work are accurate ▪ develop memoranda of understanding (MOUs) and data sharing agreements with key stakeholders ▪ exchange information with key stakeholders and work collaboratively, where appropriate ▪ inform you when there are significant changes in the way we do our work ▪ provide opportunities to service users and providers to share their views on the regulatory process ▪ include an evaluation element on the delivery of our functions as part of our service action plan and align it with our corporate planning process. 	<ul style="list-style-type: none"> ▪ Consultations will last a minimum of six weeks ▪ A statement of outcomes will be published for every consultation process ▪ 100% of feedback from consultation processes will be analysed and acted upon, where feasible and appropriate ▪ A user satisfaction survey on the delivery of HIQA's key functions will be carried out every two years ▪ Workshops and focus groups will be conducted with key stakeholders for every new area of work, or where processes have changed significantly ▪ A mechanism for achieving increased engagement with the public will be developed by 2020.

Service standard commitment 6

We will support our staff to deliver a quality service.

We will:	Our targets
<ul style="list-style-type: none"> ▪ ensure that all staff are aware of the commitments in the customer charter and this action plan. 	<ul style="list-style-type: none"> ▪ A module to support this charter will be delivered for staff training and induction in 2019.

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