

Why Quality Counts

Presented by:

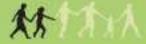
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Introduction

- What is a Quality Account?
- 2010/11 Performance
- Review of Quality Markers 2010/11
- Process for 2011
- Quality priorities for 2011/12
- Next Steps

What is a Quality Account?

- Coalition Government White Papers set out the vision of putting Quality at the heart of everything the NHS does
- Key component of the Quality Framework is the continuing requirement for all providers of NHS Services to publish Quality Accounts
- This is our opportunity to enable the OSC and LINk to review and supply a statement as to whether "the report is a fair reflection" of RDaSH services
- 2010/11 is the third Quality Account produced by RDaSH

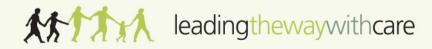
2010/11 Performance

- Monitor
 - Governance Green
 - Finance 4 (Good)
- Care Quality Commission (CQC)
 - Registered with no compliance conditions
- Commissioning for Quality Indicators (CQUIN)
 - Achieved 7 of 7 regional indicators









Review of Quality Markers 2010/11

- Three domains of Quality:
 - Patient Safety
 - Clinical Effectiveness
 - Patient Experience

Patient Safety

- Improved reporting process for Serious Incidents
- Improved action plans and shared learning from Serious Incidents
- Environment is monitored to ensure patient safety
- Patient sensitive information is held securely through productive ward in inpatient services

Clinical Effectiveness

- Physical health check pilot carried out in adult services
- Environment being improved modernisation programme includes Rotherham
- Service modernisation
- Clinical audits are undertaken and produce action plans to address issues
- Clinical supervision for clinical staff

Patient Experience

- Patients have access to privacy and are treated with dignity –
 Essence of Care
- Information about services and treatment is available to patients
- Patients and carers are involved in the development of services
- Feedback (negative / positive) is used to improve the delivery of care – national/ad hoc surveys





Process for 2011

- Consultation with OSC presentation/draft Quality
 Account for comment
- Engagement with User Carer Partnership Council regular agenda item/draft Quality Account for comment/development of Quality Markers for 2011/12
- Engagement with Council of Governors regular agenda item / draft Quality Account for comment



Quality priorities for 2011/2012

- Established by clinical teams
- Consultation with User Carer Partnership Council
- Presented to Trust Quality Council
- Process of continuous improvement

Patient Safety

- Clinical supervision marker stretched to include safeguarding children supervision
- Serious incident learning stretched to include incidents / serious case reviews
- Patient sensitive information is held securely stretched to include productive community / record



Clinical Effectiveness

- Productive principles stretched to include productive community
- Independent prescribing
- Development of patient pathways
- Medicines management

Patient Experience

- Embedding new Essence of Care benchmarks
 - Respect and Dignity
 - Care Environment
 - Prevention and Management of pressure ulcers
 - Food and Drink
- Embedding service user / carer involvement
 - Meridian real time feedback system
 - Carer questionnaires





Next Steps

- Receive OSC comments for inclusion in the Quality Account 'Are these appropriate areas to focus on?' – 20 April 2011
- Report to Board 28 April 2011
- Report to Council of Governors 10 May 2011
- Report to Monitor 7 June 2011
- Review by Audit Commission April 2011
- Start work for 2012

Thank you.

Any questions?

