



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Quality Management Framework: Next Steps



Introduction

- There are a number of key areas in which work is now progressing to develop a quality management system;
- In order to achieve what is needed, a few key actions have been identified to deliver each action well and in full, rather than having a scattergun approach and not delivering any actions;
- These are under the headings of:
 - Governance;
 - Quality and safety;
 - Outcomes;
 - Learning and organisational development.



- Identify clear leads in each service group triumvirate for patient experience, clinical outcomes and effectiveness, compliance and safety;
- Service groups to have a standardised approach to quality governance which mirrors the corporate arrangements, including a 12-month work programme and core membership;
- Proposals for a central quality and safety hub;
- Clarity be set as to whom the governance function within the service groups reports.

- Mortality reduction plans across primary and secondary care;
- Management system to implement and monitor compliance with NICE (National Institute for Clinical Excellence) guidance

Governance

Outcomes

Quality

Developing a
Learning
Organisation

- First draft of quality strategy in September;
- Identify three to five priorities on which to focus on in the next six months;
- Tools and techniques be created for staff to measure staff and patient experience;
- External facilitator to develop the patient and stakeholder experience and engagement sub-group

- 'Big Conversation' be created and shared with senior leads for engagement in quarter two with implementation in quarter three;
- Quality improvement academy;
- Reward/recognition structure;
- Quarterly conferences and monthly 'scale and spread' events;
- Collation of those with IQT silver training.
- Baseline review of quality resources within the health board;
- Development of a communications plan.



Next Steps

- Over the summer, work will be undertaken with service groups and corporate teams over the summer to develop a common operating model for which they will have responsibility and accountability for delivering the next steps outlined;
- This will require some mirroring of corporate arrangements within the service groups as well as supporting the 'big conversations' with wider staff groups;
- An action plan will be developed to set out what is required and by when, led by the Director of Nursing and Patient Experience, with engagement with the executive team and service groups. This will be the first step in establishing a quality management system.

