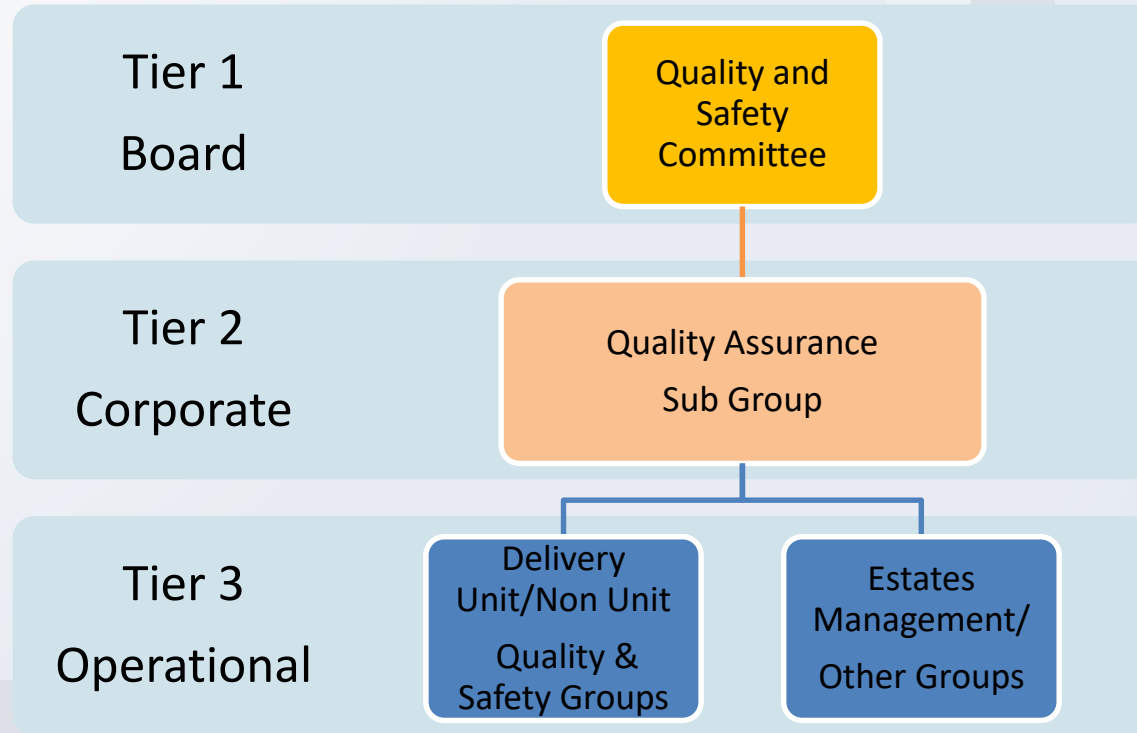# Quality & Safety Framework

Update to Q&S Committee 12 December 2019

Previous Framework

Tiers of Quality Assurance – Quality & Safety
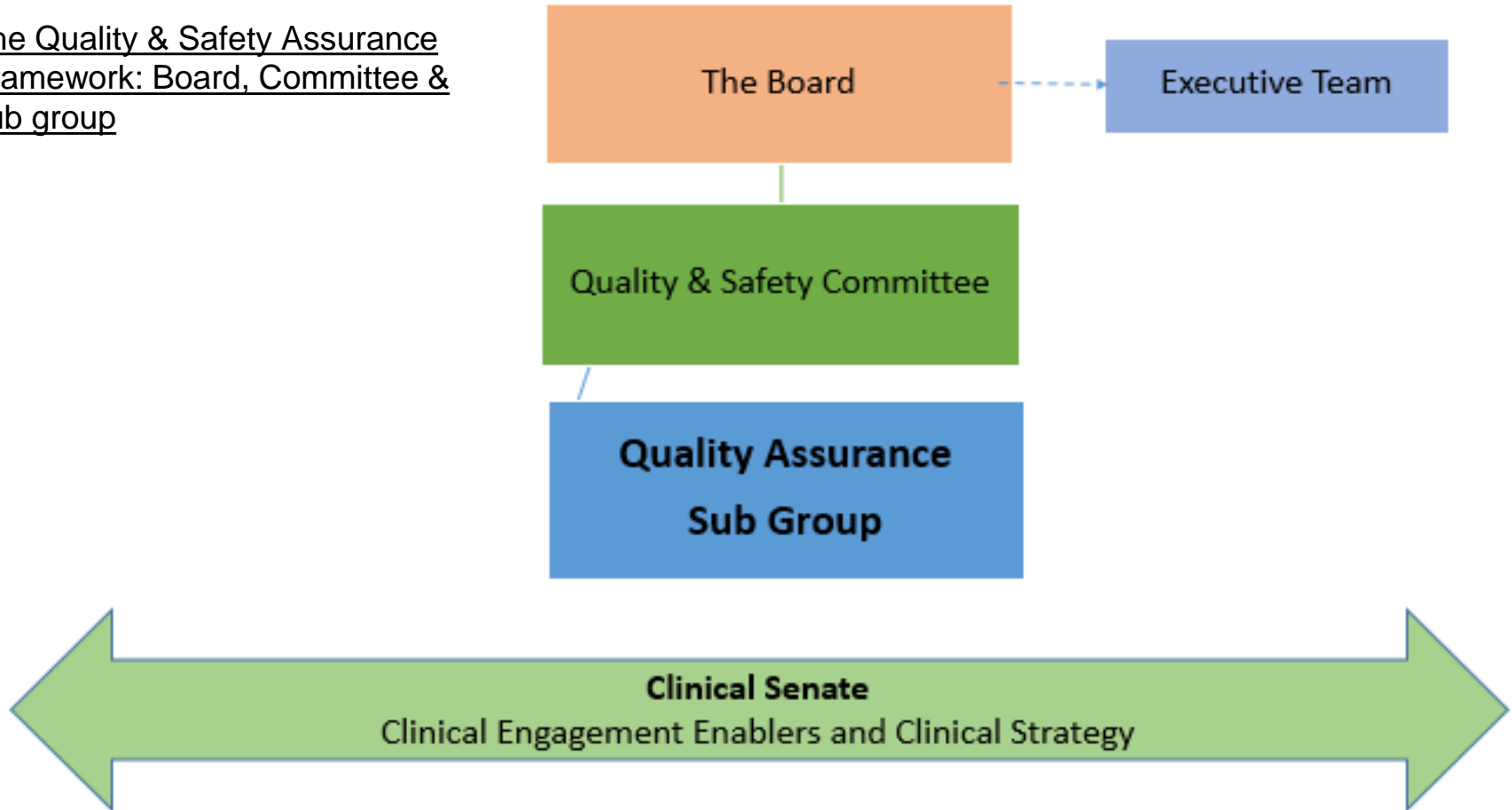
Previous Framework

Assurance Structure

Quality Planning
- Do the right things
- Quality Organisational Objectives
- Quality Priorities
- Clinical Service Plan
- Delivery Plans

Quality Assurance
- Do things right
- Regulation compliance
- Best Practise, NICE
- Safeguarding
- Complaints
- Incidents
- Policies
- Health Professional Revalidation
- Quality Report
- Premises and Equipment (H&S)

Quality Improvement
- What can we do better?
- Learning
- QI approach
- Action Plans
- Risks
- Leadership for Quality
- Involvement of people
- Quality Training
- Change management
- vBHC
- Culture

Quality (Control) Effectiveness
- Doing the right things right
- Monitor and Measure
- Unit Performance
- HealthCare Standards
- Audit and Inspection
- Inspection reports inc CHC
- Patient Reported Outcomes
- Unwarranted variation

Previous Framework

The Quality & Safety Assurance
Framework: Board, Committee &
sub group

Revised Quality & Safety Process Framework

- Process Framework not Assurance Framework

- The revised framework is based on a continuous 4 (four) phased process which we describe as the '4 (Four) Phases of Quality' which starts at the planning stage (Phase1), before passing through phases 2, 3 and 4, designed to monitor performance against key quality and safety performance measures such as 'Health and Care Standards', NICE guidance, and other key performance indicators embedded and measured within the Health Boards quality and safety performance report

- Designed to ensure we embed quality and safety at the planning stage of our services, before monitoring service delivery to know when things are going well, or where intervention and improvement is indicated

- To support a culture of organisational learning, the framework will ensure learning is equally extracted and distributed from the things we do well, together with the things we need to improve upon

Revised Quality & Safety Process Framework

- Based on a continuous improvement cycle of planning, doing, checking and acting

- The phases are designed to be an incremental analysis through differing layers of responsibility across the organisation from planning, through to the Quality and Safety Committee

- Each phase is designed to identify whether care delivery is achieving and/or exceeding the agreed standards, or where our business intelligence, such as our clinical dashboards and other patient outcomes/experience reports, indicate improvement is required

- Where improvement is indicated at any point in the assurance phases, timely interventional support and/or escalation to the next phase will be enacted to ensure that improvements are made and overseen at an appropriately senior level within the organisation

Quality & Safety Process Framework

01 — Organisational Strategy / Clinical Services Plan / Co-Production / Duty of Quality

02 — Service Delivery Units Quality & Safety Groups / Working & Sub Groups

03 — Quality & Safety Governance Group

04 — Quality & Safety Committee

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Bae Abertawe Swansea Bay University Health Board
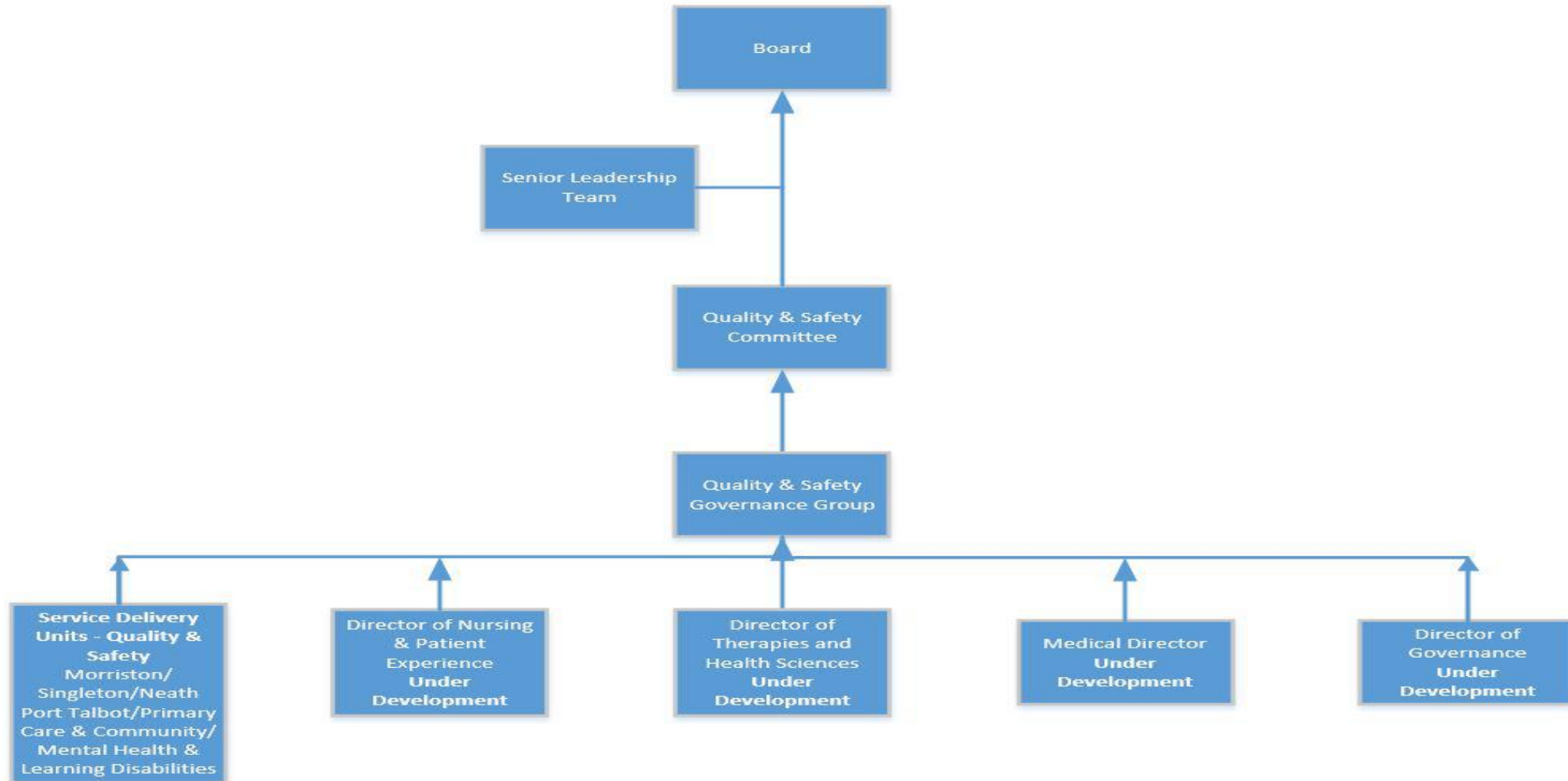
4 (Four) Phases of Quality

1 Organisational Strategy / Clinical Services Plan / Co-Production / Duty of Quality

2 Service Delivery Units / Quality & Safety Groups / Working & Sub-Groups

3 Quality & Safety Governance Group

4 Quality & Safety Committee

1 2 3 4

Health Board Quality & Safety Governance Reporting Structure

Quality and Safety Governance Group (QSGG)

- Governance Group not Assurance Group

- First layer of corporate oversight

- UND / UMD level membership

- Executive portfolio first reporting level

- Ensure Service Delivery Unit focus at phase 1 is addressing Board set quality priorities

- Ensure timely flow of quality information

Quality and Safety Improvement Hub (iHub)

- Triangulation of all Q&S information and data

- Quality data analysis

- Additional capability to identify organisational risks earlier

- More informed decision making and QI initiatives

- Capability of identifying and disseminating areas of excellence

- Lead, co-ordinate and manage the Q&S Framework

- Administration and facilitation of the QSGG including H&C Standards / self assessments / AQS

Future Proofing

Strengthening Health and Care Quality and Safety in Wales Five Year Plan 2020 – 2025 (Welsh Government December, 2019)

A review of quality governance arrangements at Cwm Taf Morgannwg University Health Board undertaken (Healthcare Inspectorate Wales & the Wales Audit Office (November, 2019)

Strengthening Health and Care Quality and Safety in Wales Five Year Plan 2020 – 2025 (Welsh Government December, 2019)

- What does quality look like
- Quality Management Systems
- Values / Culture / Leadership
- Patient Safety
- Accountability
- Assessment of Maturity

A review of quality governance arrangements at Cwm Taf Morgannwg University Health Board undertaken (**Healthcare Inspectorate Wales & the Wales Audit Office November, 2019**)

Q&S Strategy / Framework
Lack of clarification around roles and responsibilities
Lack of analysis and triangulation of information
Poor quality board papers
Insufficient focus and dedicated resource
Lack of clarity around governance structures
Organisational culture – no vales based framework
BAF outdated
Incident reporting

Still to do

- Develop the Q&S iHub
- Define Executive portfolios and reporting sub-groups
- 2020/21 QSGG business plan
- Development of Service Delivery Unit core Quality and Safety meetings TOR
- Formal self assessment against Cwm Taff Morgannwg report