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Quality and Safety Strategy Insight Workshop Pack

Interactive Feedback

together we will

"Insight" SWOT – for discussion

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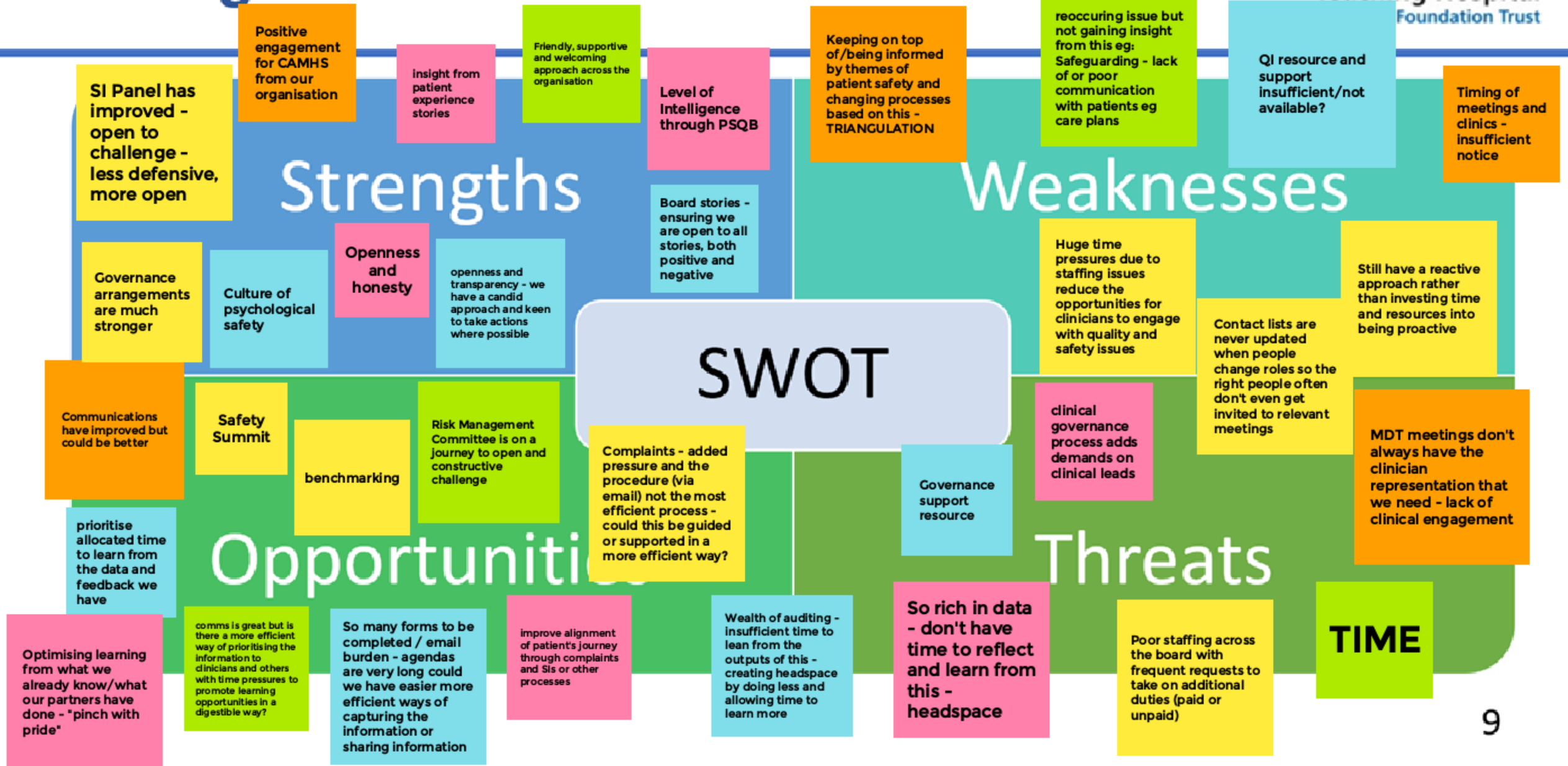

Defining Quality and Safety

How do you define quality and safety?

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Quality is…

- Patient Safety. Patient Experience. Clinical Effectiveness
- Good Care
- What does it look and feel like?
- Meeting or exceeding expectations
- How you or a member of your family would like to be treated
- Consistent care
- Responsive
- shared understanding and shared language of the standard and expectations of what we are trying to achieve
- Good outcomes
- care based on individual needs based on best practice
- Care that is truly patient-centred.
- As a patient - care I fully understand and I can trust
- ensuring patients receive the right care, in the right place at the right time

Safety is…

- ...is safe and feels safe
- proportionate response to risk
- Managing Risks
- Avoiding harm
- Pro-active in avoiding and responding where necessary to safety intelligence/ insight.
- for learning and improvement - promoting psychological safety
- working to ensure that we minimize and focus on preventable harm
- Care delivered by highly trained staff
- Adequate staffing
- a safe culture
- Maintaining the environment
- Excellent communication
- learning organisation
- resource - adequate tools to do

Drawing Intelligence from multiple sources

How can we understand patient stories?
How can we utilise staff feedback?
How can we be responsive to these sources of information?
Triangulation – incidents, audits, complaints, benchmarking, claims – what can we learn from these?

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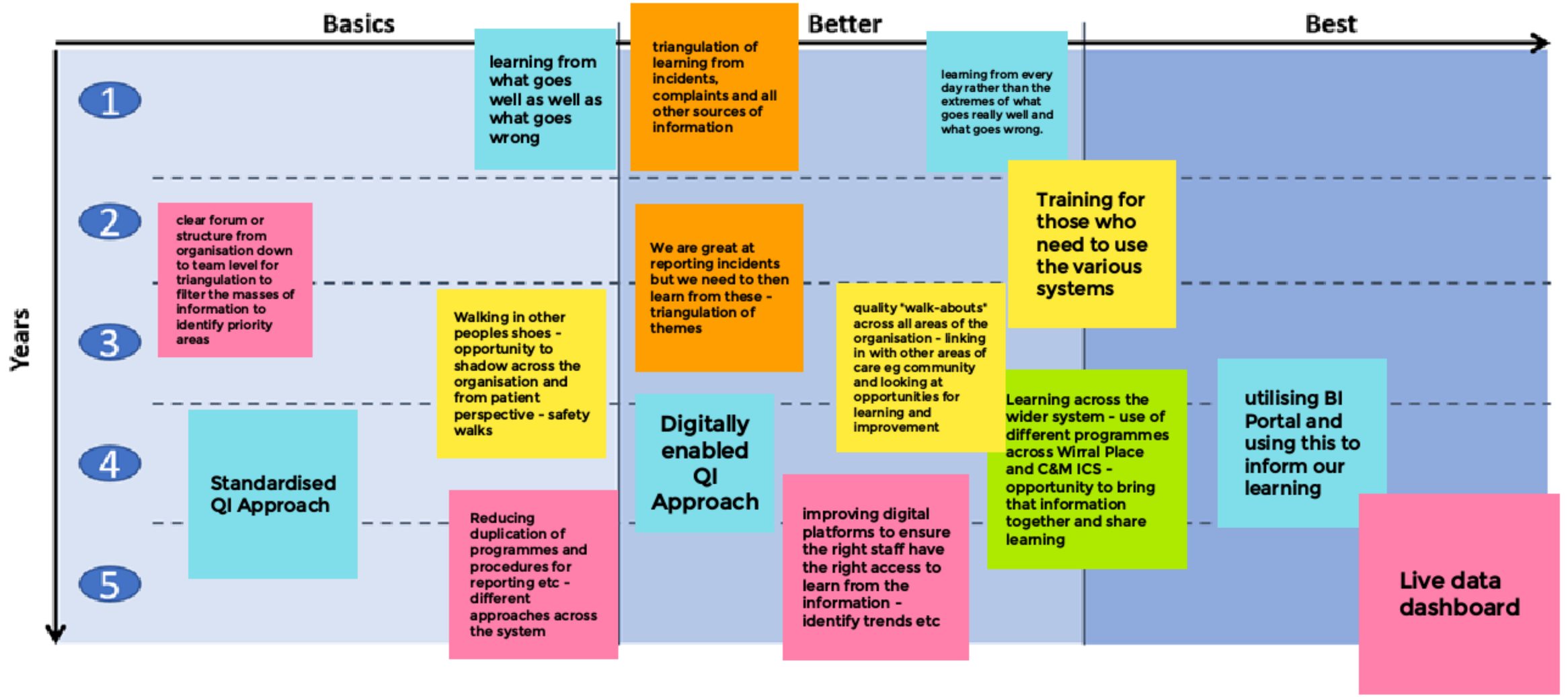

Assuring quality and safety

How can we ensure we are "well-led" with clear leadership and governance?
How can we understand risk?
How can we sustain responsiveness?
How can we effectively measure quality and safety?

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