


# 2017-18

# Quality Improvement and Assurance Programme

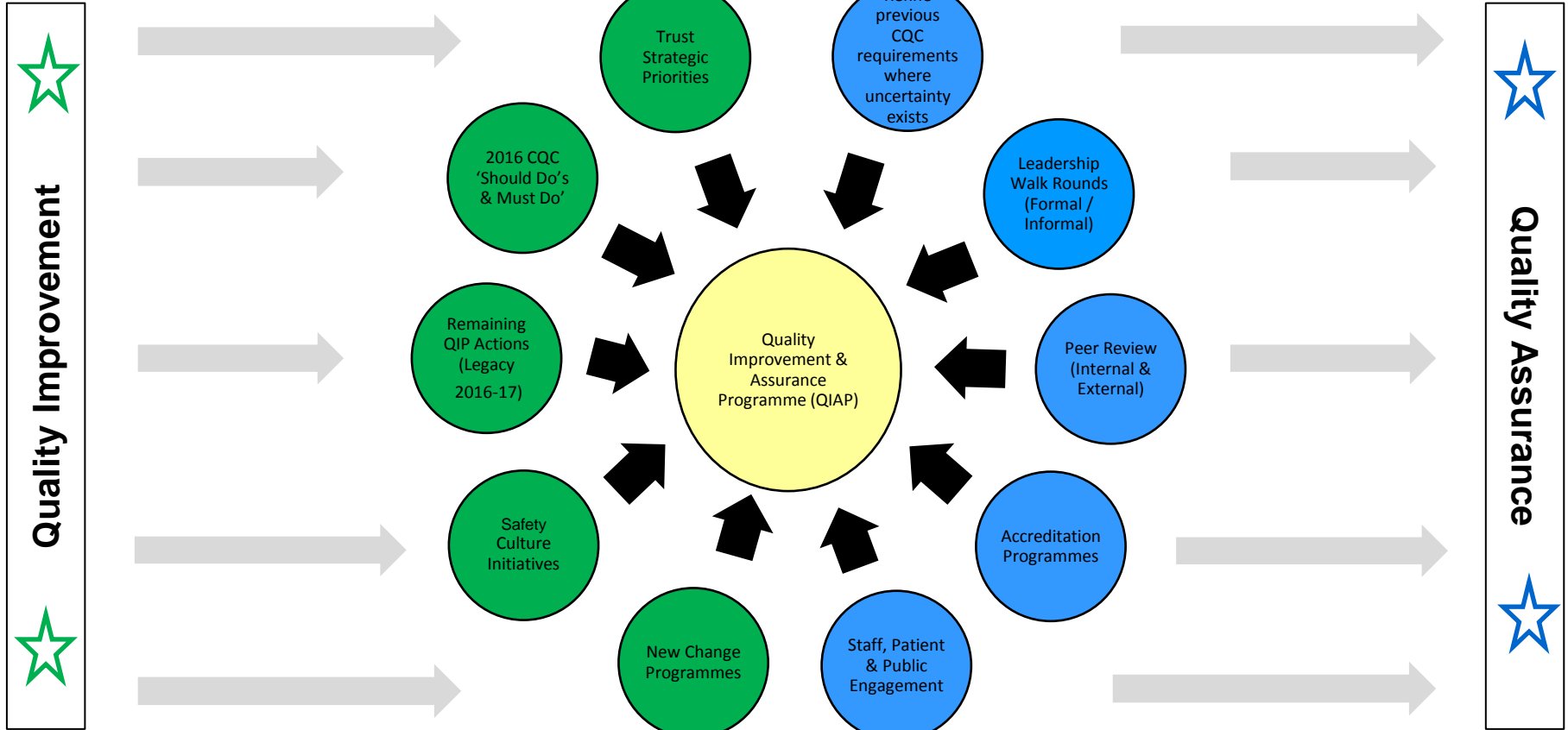
21<sup>st</sup> December 2016



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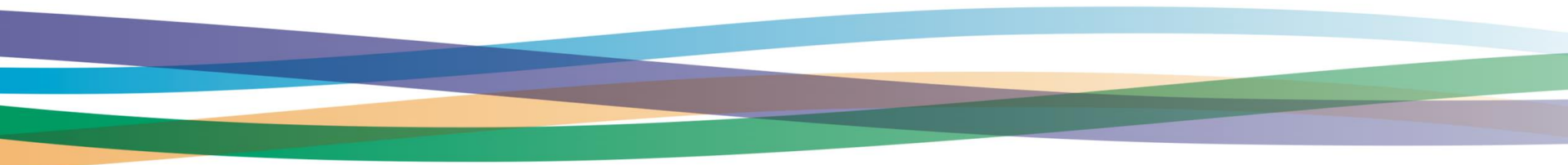
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### Quality Improvement and Assurance Programme (QIAP)




## Purpose of the Quality Improvement and Assurance Programme

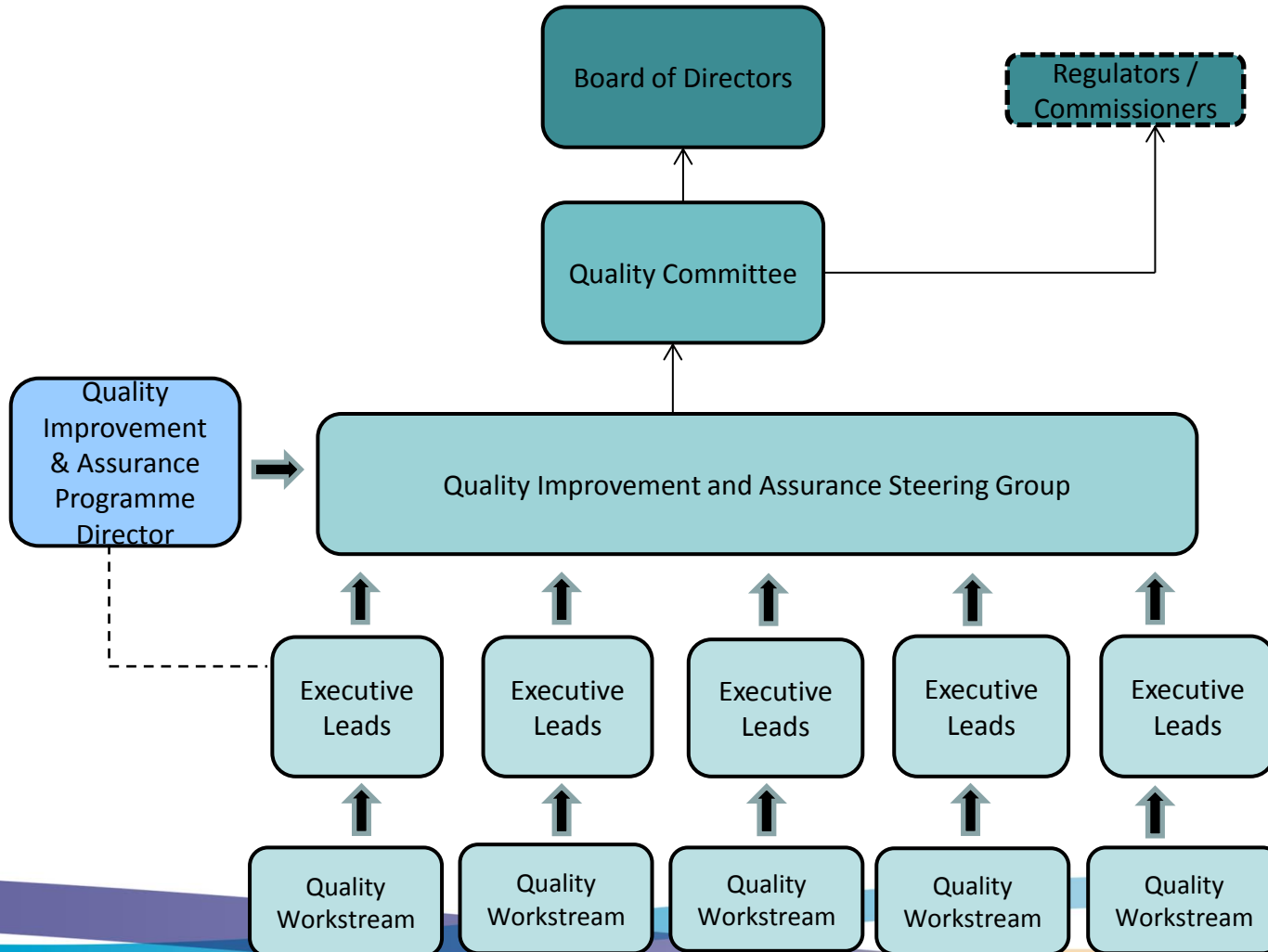
- The approach and success of the current Quality Improvement programme (QIP) process has been the driving force behind the improvements achieved across the Trust.
- The Quality Improvement and Assurance Programme (QIAP) will identify and monitor significant change programmes and initiatives that will transform the care delivered to our patients from Good to Outstanding.



## How the Quality Improvement and Assurance Programme has been developed

- The residual actions from the 2015/16 QIP are being transferred to the new QIAP 2017/18.
  - Throughout Q4 a review of those actions that have been embedded throughout the programme will be undertaken to provide assurance that the monitoring controls remain appropriate and fit for purpose and that the required outcomes from the completed actions and associated benefits to patients, their carers and staff are still in place.
  - It is proposed that the new QIAP will be formally launched in April 2017.
  - The QIAP will be thematic in nature with an increased focus on the transformation of the care provided and will take account of both external and internal intelligence around the safety and quality of care delivery but also importantly meet the needs of the Sustainability and Transformation Plan and the Strategic Priorities of the Trust.
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## Quality Improvement Assurance Programme Governance Structure



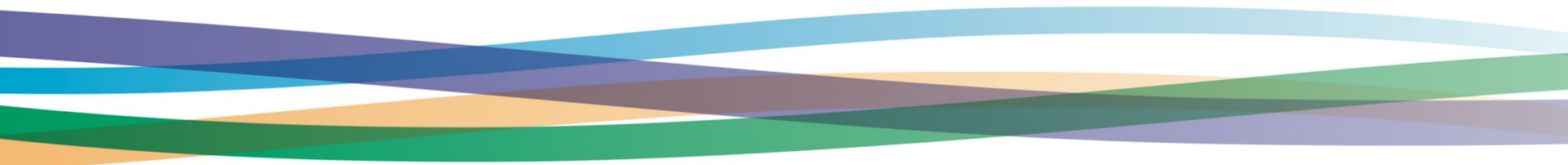
- The Board of Directors will have the overall accountability for the delivery of the Quality Improvement and Assurance Programme.
- Assurance of progress and achievement will be via the Quality Committee.
- External assurance and challenge will be provided by our Regulators and Commissioners.
- The programme will be overseen by the Quality Improvement and Assurance Steering Group, led and chaired by the Quality Improvement and Assurance Programme Director.
- Executive Leads will be accountable for delivery of each individual Quality Workstream.

## Key Functions and Reporting

Meeting	Key Functions	Reporting
Quality Workstream	<ul style="list-style-type: none"> <li>To manage delivery of change programme/initiatives/projects/actions</li> <li>Develop and agree programme timeframe and milestones</li> </ul>	<ul style="list-style-type: none"> <li>Agreed progress report to Quality Improvement &amp; Assurance Steering group as per Quality Workstream Annual Programme Plan – monthly</li> <li>‘Blue’ Assurance forms outlining evidence of ‘outstanding’</li> </ul>
Quality Improvement & Assurance Steering Group	<ul style="list-style-type: none"> <li>Agree the overall QIAP Programme</li> <li>Act as gateway for change/transformational programmes of work being added to the QIAP</li> <li>Challenge and support delivery of Quality Workstream Change Programmes</li> <li>Identify requirements for expert support/resources (internal &amp; external)</li> <li>Commission the QIAP Assurance programme</li> </ul>	<ul style="list-style-type: none"> <li>Provide progress/assurance report with recommended assurance ratings (measured against characteristics of outstanding) to Quality Committee - monthly</li> </ul>
Quality Committee	<ul style="list-style-type: none"> <li>Seek assurance from Quality Improvement &amp; Assurance Steering Group on delivery and impact of Quality Workstream Change Programmes</li> <li>Scrutinise progress under each Quality Workstream</li> <li>Deep-dive in to specific Quality Workstream where requested</li> <li>Monitor the QIAP Assurance Programme and agree status of evidence provided</li> </ul>	<ul style="list-style-type: none"> <li>Provide an Assurance Report on progress, escalations and achievement</li> </ul>
Board of Directors	<ul style="list-style-type: none"> <li>Seek assurance that the QIAP is a dynamic, flexible programme capable of capturing the continuing changing needs of the organisation</li> <li>Seek assurance that the Quality Workstreams within the QIAP are being delivered and are embedded within the Trust</li> </ul>	<ul style="list-style-type: none"> <li>Provide Quality Improvement and Assurance Bulletin and circulated Trust-wide via Communications</li> </ul>

## Programme Roles

Role	Responsibilities
Quality Improvement & Assurance Director Director	<ul style="list-style-type: none"> <li>• Leads the Quality Improvement and Assurance Programme</li> <li>• Oversees Reporting to Quality Improvement Steering Group, Quality Committee and Board of Directors</li> <li>• Provides support to Quality Workstream Executive Leads</li> </ul>
Executive Leads	<ul style="list-style-type: none"> <li>• Accountable for delivery of Quality Workstream actions/objectives</li> </ul>
Clinical Leads / Action Owner	<ul style="list-style-type: none"> <li>• Provide project management support to Quality Workstreams</li> <li>• Coordinate regular updates of QIAP documentation</li> <li>• Provide regular reports on progress from action owners</li> <li>• Produce Quality Workstream Status Reports to support Executive Lead review</li> <li>• Gather evidence and draft Blue Assurance Forms</li> <li>• Draft QIAP dashboard/update commentary for Executive Lead to approve</li> <li>• Coordinate regular Quality Workstream review meetings</li> <li>• Provide independent challenge on delivery to action owners</li> <li>• Delivery of specified allocated actions in the QIAP</li> <li>• Provide regular updates on progress to Executive Leads</li> <li>• Attendance at regular Workstream Meetings</li> </ul>





**Key Dates for 2017/18**

16 - 17	(Shadow) Quality Improvement Steering Group (Monthly)	Quality Committee (Report Monthly)	Board of Directors (Report Monthly)
December 2016	-	15 December 2016	21 December 2016
January 2017	9 January 2017	18 January 2017	25 January 2017
February 2017	6 February 2017	15 February 2017	22 February 2017
March 2017	6 March 2017	15 March 2017	29 March 2017

17- 18	Quality Improvement Steering Group (Monthly)	Quality Committee (Report Monthly)	Board of Directors (Report Monthly)
April 2017	10 April 2017	19 April 2017	26 April 2017
May 2017	15 May 2017	24 May 2017	31 May 2017
June 2017	12 June 2017	21 June 2017	28 June 2017
July 2017	10 July 2017	19 July 2017	26 July 2017
August 2017	14 August 2017	23 August 2017	30 August 2017
September 2017	11 September 2017	20 September 2017	27 September 2017
October 2017	9 September 2017	18 October 2017	25 October 2017
November 2017	13 November 2017	22 November 2017	29 November 2017
December 2017	11 December 2017	13 December 2017	20 December 2017



**Quality Improvement - BRAG Rating – Definitions (Programmes/Actions)**

<b>5</b>	Delivered and embedded so that it is now day to day business and the expected outcome is being routinely achieved. Supporting evidence has been submitted
<b>4</b>	Has failed to deliver by target date /off track and now unlikely to deliver by target date
<b>3</b>	Off track but recovery action planned to bring back on line to deliver by target date
<b>2</b>	On track to deliver by target date

**Quality Assurance – High Level Characteristic Definitions for each Rating (Supporting Evidence)**

<b>Outstanding</b>	Innovative, creative, constantly trying to improve, open and transparent – meets the requirements of the characteristics of outstanding)
<b>Good</b>	Consistent level of service people have a right to expect, robust arrangements in place for when things do go wrong
<b>Requires Improvement</b>	May have elements of good practice but inconsistent, potential or actual risk, inconsistent responses when things go wrong
<b>Inadequate</b>	Significant harm has or is likely to occur, shortfalls in practice, ineffective or no action taken to put things right or improve
<b>Not Rated</b>	Not Rated

