

Driving Quality Improvement

Meeting and Measuring Progress against the CQC Quality Ratings

Friday 7 June 2019 De Vere West One Conference Centre, London



Chair and speakers include:

Dr Sreeman Andole

*Assistant Medical Director, NHS England
Clinical Director for Division of Post-Acute Medicine,
Governance Lead for Stroke and Infection Prevention Lead
& Consultant in Stroke Medicine Kings College
Hospital NHS Foundation Trust
Specialist Advisor Care Quality Commission*

Sharon Allen OBE

*Chief Executive
Arthur Rank Hospice*

Supporting Organisations



Driving Quality Improvement Meeting and Measuring Progress against the CQC Quality Ratings

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“In many trusts we have rated as outstanding, we have found a culture of quality improvement embedded throughout the organisation. When QI is used well, staff are engaged, they are focused on the quality of patient care, and they are confident in their ability to improve...We recognise that our hospital trusts are working under significant pressure with increased workload and staffing shortages creating difficult challenges. Our inspections have shown that trusts with the right leadership and an embedded QI approach are better able to manage these pressures and continue to deliver high quality care.”

Professor Ted Baker, CQC's Chief Inspector of Hospitals

“Demand on health and social care services is increasing year-on year. This increased workload puts quality of care at risk but, despite these pressures, we have found that hospital trusts that put a focus on continuous quality improvement have demonstrated that they can deliver high-quality care. In those trusts we have rated as outstanding, we have found a culture of quality improvement embedded throughout the organisation.” Care Quality Commission

This National Quality Summit focuses on driving improvement in meeting and measuring progress against the CQC Quality Ratings. The conference aims to bring together clinicians and managers leading on quality improvement to understand current issues and the national context, and to debate and discuss key issues and areas they are facing in practice in meeting the CQC Quality Ratings. Through case studies from organisations that have been rated outstanding and extended interactive sessions the event will support you to both measure, monitor and meet the standards, and develop the leadership skills and culture to ensure continuous quality improvement. The conference will also look at future developments including how the CQC's trust-level quality ratings (ie safe, caring, effective, responsive and well-led) will combine with NHS Improvement's Use of Resources rating to produce an overall trust-level rating, and how to measure quality across services and organisations.

“Quality is complex and cannot be measured easily. We have found that trusts often rely on too few metrics to assure themselves about the quality of their services. Overarching measures, such as mortality rates, can be misleading. Although high mortality rates can be a useful indicator that there may be a problem, we have also seen trusts taking false assurance from apparently favourable figures. Trusts that are vigilant about quality look at a range of measures and use them as a driver for improvement.” Care Quality Commission

“The hallmark of high-quality care is good leadership and governance, a strong organisational culture that embraces learning, and good partnership working” Care Quality Commission

This conference will enable you to:

- Network with colleagues who are working to measure, monitor and improve quality
- Understand the implications of national and CQC developments
- Reflect on the perspectives of organisations which the CQC has rated as outstanding
- Learn from outstanding practice in the measurement and surveillance of quality
- Reflect on how you can translate the CQC Quality Ratings into improving frontline services
- Understand how to work with staff to drive continuous quality improvement and reduce variation
- Meeting CQC Quality Ratings in smaller organisations: learning from hospices who have received the highest proportion of outstanding ratings from the CQC
- Identify key strategies for changing the way we think about patient involvement and participation in quality improvement
- Self-assess and expand your skills in quality improvement leadership
- Understand how to measure and improve quality across services and organisations
- Gain CPD accreditation points contributing to professional development and revalidation evidence

10.00 Chairman's Introduction: Quality Improvement and the CQC Quality Ratings

Dr Sreeman Andole

Assistant Medical Director NHS England
Clinical Director for Division of Post-Acute Medicine, Governance Lead for Stroke and Infection Prevention Lead & Consultant in Stroke Medicine Kings College Hospital NHS Foundation Trust
Specialist Advisor Care Quality Commission

- the CQC quality ratings: current developments
- building the right skills and culture among staff
- quality improvement in NHS Trusts: learning from outstanding practice
- learning from outstanding NHS Trusts

10.45 EXTENDED SESSION: Measuring & Monitoring Quality

Simon Swift

Managing Director
Methods Analytics

- what's the difference between a metric and an indicator?
- how many indicators or metrics should an organization focus on?
- quality surveillance
- prioritising and agreeing the clinical quality metrics to focus on in your organisation
- establishing and agreeing the individual metric limits and targets
- integration into Clinical Quality Dashboards
- introducing clinicians and managers to the data and managing their reaction

11.30 Question and answers, followed by tea & coffee at 11.40

12.00 EXTENDED SESSION: Leading Quality Improvement: Developing your leadership skills

Alan Nobbs

Senior Programme Lead, Programme Delivery & Frameworks
NHS Leadership Academy

- self assessment of your leadership skills
- leading culture change and empowering others
- leading quality improvement: tips for success
- leading through difficult times

13.00 Question and answers, followed by lunch and exhibition at 13.10

13.45 EXTENDED SESSION: Learning from an Outstanding NHS Trust Translating the CQC Quality Ratings into Frontline Service Delivery Examples of embedded practice from an NHS Foundation Trust

Speaker to be confirmed

- learning from embedded practice at an NHS Foundation Trust: what were the inspectors looking for?
- developing the culture of the organization
- translating the CQC ratings into frontline service delivery
- learning from our experience

14.30 Delivering outstanding quality

Dr Adrian Richardson

Lean Lead - Patient First Improvement Programme Capability Lead
Western Sussex Hospitals NHS Trust
Western Sussex was rated outstanding in, Inspectors said 'We found a clear focus on quality improvement, innovation and safety, starting even before patients are admitted..'

- embedding continuous quality improvement across the organisation
- creating a 'trust-wide' army of Problem Solvers
- advice and our experience

15.00 Driving Improvement: Engaging frontline staff in improving quality

Hubert Lacey

Professor of Psychiatry, St George's University of London
Medical Advisor and Director of Research
Schoen Clinic, Chelsea and Newbridge House, Birmingham

- practical processes and procedures to engage frontline staff
- developing a multi-disciplinary coaching model
- driving improvement and tackling variation with clinicians and managers
- how do we ensure improvement work is generated from the shop floor?
- continuing to communicate the CQC Quality Ratings in an 'Outstanding' organisation

15.30 Question and answers, followed by tea & coffee at 15.40

16.00 Patient Participation in Quality Improvement

Helen Gilbert Kaizen Promotion Office Lead
with Tony Cronshaw Patient Partner
Leeds Teaching Hospitals NHS Trust

- ensuring patient involvement is integral part of day-to-day business
- developing and supporting experts by experience
- from patient participation to patient leadership

16.30 Driving Quality in a smaller organisation: Learning from Hospices

Hospice care across England has the highest percentage of services rated 'Outstanding'

Sharon Allen OBE

Chief Executive
Arthur Rank Hospice

- our experience of driving quality and meeting CQC Quality Ratings
- our journey to outstanding
- putting patients at the heart of care: learning from the hospice sector

17.00 Question and answers, followed by Closing remarks, then Close

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I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

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For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date Friday 7th June 2019

Conference Fee

- £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
 £300 + VAT (£360.00) for voluntary sector / charities.
 £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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