

A Practical Guide to Demonstrating Effectiveness

10% card payments discount*
15% Group booking discount**

Tuesday 25 November 2014

ICO Conference Centre London



Topics include:

- The Care Quality Commission Effectiveness Domain: how do you demonstrate effectiveness?
- Clinical Effectiveness Explained
- Bringing clarity to Clinical Effectiveness Standards
- Developing internal inspection for Quality
- Demonstrating effectiveness: Case studies from Acute, Mental Health and Social Care
- Improving the use of clinical audit to demonstrate effectiveness
- Staffing for effective care

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“Most services don’t know whether they are effective or not”

Care Quality Commission 2014

“With the notable exceptions of critical care units and maternity, few services appear to be aware of, or to be able to demonstrate, their comparative effectiveness on national clinical audits. There needs to be much better use of data and most services need to be much better at using audits.”

Initial findings from the Wave 1 pilot inspections Care Quality Commission, 2014

The Care Quality Commission assess care against 5 domains; are they safe, effective, caring, responsive to people’s needs and well-led? This conference focuses on the effective domain as this is the area which the Care Quality Commission are finding that most services cannot demonstrate whether they are delivering effective care or not. Through expert sessions and case studies the conference aims to enable you to demonstrate effectiveness within your service.

“Effective: does people’s care and treatment achieve good outcomes and promote a good quality of life, and is it evidence-based where possible?” *Care Quality Commission 2014*

It is notable that the CQC definition of effectiveness is wider than just clinical effectiveness, to assess effectiveness of treatment and care, the CQC look for evidence of :

- The extent to which trusts were implementing and following guidelines (whether from NICE or elsewhere)
 - Whether trusts were making use of national comparative audits
- The prevalence of dashboards to monitor key performance indicators and other data.

“With the notable exception of critical care units and maternity, few trusts appear to be aware of, or to be able to demonstrate, their comparative effectiveness on national clinical audits... We found that safety, caring and responsiveness were relatively easy to assess, although we need to make sure we are fully objective in assessing whether services are caring . We have good data sources and we combine this with what we see and hear on site.

Effectiveness is more difficult to assess. None of the trusts in Wave 1 had high mortality rates. But it was surprisingly difficult to get national clinical audit data from trusts – so how are they assuring themselves on this?”

Care Quality Commission 2014

10.00 Chairmans Introduction

10.10 The CQC Effectiveness Domain: How do you demonstrate effectiveness?

- the new inspection process and the effectiveness domain
- how do we inspect against effectiveness: does people's care and treatment achieve good outcomes and promote a good quality of life, and is it evidence-based where possible?
- why is the effectiveness domain wider than just clinical effectiveness?
- why is the effectiveness domain more difficult to assess and why are we currently not assessing A&E or outpatient services on effectiveness?
- how do you know if your trust/service is effective?
- demonstrating effectiveness: how can you prepare for inspection?
- intelligent monitoring data for effectiveness at ward, service and trust level
- effectiveness: what have we learnt from the inspections to date

10.40 Clinical Effectiveness Explained: How do we know if a service is effective?

- clinical effectiveness explained
- how do you know if your trust/service is clinically effective?
- how can you demonstrate clinical effectiveness
- clinical effectiveness from the clinical and patient perspective
- improving clinical effectiveness and measuring improvement: what works?

11.25 Question and answers, followed by coffee and exhibition at 11.20

11.50 Bringing clarity to Clinical Effectiveness standards

- ensuring effective care delivered in line with recognised, evidence-based guidelines
- demonstrating effectiveness against NICE standards
- confirming best practice: developing clinical effectiveness standards for best NHS practice in key clinical areas
- NHS Evidence: delivering a one-stop-shop for clinical and non-clinical evidence, as well as guidance on best practice for delivering high quality care
- developing and implementing quality standards in your organization or directorate

12.20 Developing internal inspection for Quality

Dr Martin Farrier

Clinical Director for Quality &
Consultant Paediatrician
Wriglington, Wigan & Leigh NHS Trust

- setting up a process of "internal inspection" along the lines of Keogh, making changes, to maintain standards, and assure that they are maintained even when the CQC and aren't looking
- how to demonstrate effectiveness
- reducing avoidable mortality in your organization
- standards and services to demonstrate effectiveness

12.50 Question and answers, followed by lunch

13.50 DEMONSTRATING EFFECTIVENESS: LEARNING FROM CASE STUDIES

PRESENTATIONS (20 min presentations)

Case study 1: Demonstrating effectiveness in community care

- demonstrating effective services
- reducing service variation and ensure consistently high quality across all wards and
- experience for inspection preparation and our experience

Case study 2: Demonstrating effectiveness in acute services

- how we demonstrated effectiveness at the Royal Surrey
- ensuring consistency across services
- learning from the CQC inspection

Case study 3: Demonstrating effectiveness in social care

- looking forward to social care inspection
- how do you demonstrate effectiveness in social care?

15.05 Improving the use of Clinical Audit to demonstrate effectiveness

Prof Gillian Leng

Deputy Chief Executive
Director of Health & Social Care
National Institute for Health and Clinical Excellence

- ensuring effective care delivered in line with recognised, evidence-based guidelines
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- NHS Evidence: delivering a one-stop-shop for clinical and non-clinical evidence, as well as guidance on best practice for delivering high quality care
- developing and implementing quality standards in your organization or directorate

15.30 Question and answers, followed by tea and exhibition

16.00 Staffing for effective care: ensuring care is delivered at the right time and by the right staff with the right qualifications and training

Elizabeth Rix

Director of Nursing, University Hospital of North Staffordshire
and Vice Chair AUKUH Nurse Directors Team & Member, Safe
Staffing Advisory Committee, NICE

- safe staffing for effective care
- meeting the new NICE safe staffing guidance
- red flags and how they can be used in practice

16.30 Measuring, monitoring and assuring effectiveness: developing key criteria and dashboards that demonstrate effectiveness in your service

Simon Swift

Director Methods Consulting Ltd
& Former Director East Midlands Quality Observatory

- measurement, metrics and standards
- improving the use of dashboards to monitor key performance indicators and other data
- how do you deliver board assurance and accountability for effectiveness
- practical aspects of accountability and assurance for effectiveness

17.00 Question and answers, followed by close

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A Practical Guide to

Conference Registration

Demonstrating Effectiveness

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> How to book

Book with credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491

Post this form to Healthcare Conferences UK,
8 Wilson Drive, Ottershaw KT16 0NT

> Your Details

(please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

☐ **By Cheque** A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd

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Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking for your card security code (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

Conference Documentation

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

The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.

Date

Tuesday 25 November 2014

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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Accommodation

On confirmation of your booking you will receive details of accommodation.

Confirmation of Booking

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Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email Carolyn@ch-uk.org.uk

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