

A Practical Guide to

Measuring and Monitoring Clinical Quality

Clinical Quality Indicators

Quality Dashboards, Standards & Surveillance

Wednesday 3 February 2016 ICO Conference Centre London

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

Key Learning Objectives:

- Measuring and Demonstrating Quality in Practice
- Demonstrating Quality: Learning from the CQC Inspections
- Delivering exceptional quality
- Developing continuous internal inspection for quality and running mock CQC inspections
- Developing your Quality Dashboard
- Quality accreditation at ward level
- Setting the standards for Quality

Chair and Speakers Include:

Professor Gillian Leng

*Member National Quality Board
Deputy Chief Executive and Director of
Health and Social Care NICE*

Dr Amah Shah

*Associate Medical Director (Quality Improvement)
& Consultant Forensic Psychiatrist
East London NHS Foundation Trust
& IHI Improvement Advisor*

Supporting Organisations



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“Having a single definition for quality is important, but unless we measure how we are doing then we will never know whether we are achieving our vision and continuously improving services for patients.” NHS England

“The level of variation in quality that we see is also of great concern.” Care Quality Commission, October 2015

“The single common definition of quality which encompasses three equally important parts:

- Care that is clinically effective– not just in the eyes of clinicians but in the eyes of patients themselves;
- Care that is safe; and,
- Care that provides as positive an experience for patients as possible

High quality care is only being achieved when all three dimensions are present- not just one or two of them.” NHS England

This conference, which incorporates extended sessions and masterclasses, focuses on measuring and monitoring the quality of care within your service. The conference will also look at quality surveillance and inspection for quality through the development of the Care Quality Commission inspections including how you can set up mock inspections and quality monitoring within your service. Practical case study sessions will focus on measuring quality, developing quality metrics and dashboards, quality management and continuous quality improvement methodology, board assurance for quality, moving from data to intelligent information, early warning systems for failing quality and learning from and developing always events to expand good practice.

Follow this conference on Twitter #NHSquality



10.00 Chair's Introduction Measuring and Monitoring the Quality of your service

Professor Gillian Leng

Member National Quality Board

Deputy Chief Executive and Director of Health and Social Care NICE

- NHS Improving Quality: Quality Update
- measuring and monitoring quality in your service
- what is the standard for quality?

10.30 EXTENDED SESSION: Measuring Quality Using Clinical Quality Indicators, Metrics and Dashboards to measure quality in your organisation

Simon Swift

Managing Director

Methods Consulting

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

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

11.50 EXTENDED MASTERCLASS Quality improvement methods and the use of data for improvement

Dr Amah Shah

Associate Medical Director for Quality Improvement

East London NHS Foundation Trust

& IHI Improvement Advisor

- quality methods explained
- how can we support teams to apply continuous quality improvement in tackling complex quality issues?
- using data for improvement
- measuring and understanding the quality of your service

13.00 Question and answers, followed by lunch and exhibition

14.00 EXTENDED SESSION: Developing continuous internal inspection for quality and running mock CQC style inspections in house

Dr Martin Farrier

Clinical Director for Quality

& Consultant Paediatrician

Wrightington, Wigan and Leigh NHS Foundation 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 others aren't looking
- understanding the link between quality and mortality
- mortality update: learning from the recent mortality review
- setting up and running mock CQC style inspections in house

15.00 Developing your quality dashboard: from data to intelligent information and board assurance

Andrew Cockayne

Independent Consultant

and former Head of Patient Experience

Croydon Health Services

- getting hard data from soft information
- turning data into intelligent management information
- developing early warning systems to highlight failing quality
- communicating results to drive improvement

15.30 Question and answers, followed by tea and exhibition

16.00 Measuring quality at directorate level and learning CQC inspection

Dr Nick Jenkins

Deputy Medical Director,

Warrington and Halton Hospitals NHS Foundation Trust

Associate Senior Lecturer, Brunel University, London

- how we measure, monitor and demonstrate quality
- measuring quality at directorate level
- tools and systems that can help
- advice for inspection preparation and our experience

16.30 Learning from what people tell us we get right!: Always Events

Philip Stylianides

Director of Commercial Strategy Marketing and Communications

Picker Institute Europe

- learning from what people tell us we get right
- learning from compliments and positive areas of care
- monitoring adherence to always events
- examples of Always Events

17.00 Question and answers, followed by close

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Surname

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Please also ensure you complete your full postal address details for our records.

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

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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.

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

Venue

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

Date

Wednesday 3 February 2016

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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Confirmation of Booking

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