



Addiction Services

March 2017

Better Health and Wellbeing

The National Standards for
Safer Better Healthcare

WORKBOOK

4



INTRODUCTION

Welcome to the **Better Health and Wellbeing** Quality Assessment and Improvement Workbook for HSE Addiction Services. This workbook will support assessment teams in preparing for assessment against Theme 4 of the National Standards for Safer Better Healthcare.

There is **1 Standard** and **1 Essential Element** of Quality under Theme 4. The Essential Elements are specific, tangible translations of the National Standards. They represent those key aspects of quality you would expect to see within a service that is delivering safe, sustainable, high quality care. There are four Levels of Quality for each Essential Element. These Levels build on each other and allow services to objectively assess the Level of Quality and maturity that most accurately reflects their service. The content within each Level are guiding prompts to what a service should be achieving for that Level and are not specific criteria that must be in place. Progress through these ascending Levels of Quality assumes that the main aspects of quality within the previous level have been achieved before you move to the next level.

Although the National Standards for Safer Better Healthcare and QuADS Organisational Standards were initiated in 2012, it is recognised that implementing these standards may be challenging and require significant effort by HSE Addiction Services. Therefore a guiding principle of the assessment is to create a process of continuous quality improvement progressing towards full implementation. In some cases services may not have progressed as far along their quality journey compared to other services. This may result in services determining that for some Essential Elements and Standards they have not yet achieved 'Emerging Improvement', the first Level of Quality. In this instance services should not select a Level of Quality for these Essential Elements; instead they should consider outlining in the Additional Information section the necessary actions they need to implement to achieve 'Emerging Improvement' and higher Levels of Quality.

LEVELS OF QUALITY

Emerging Improvement (EI)	There is progress with a strong recognition of the need to further develop and improve existing governing structures and processes.
Continuous Improvement (CI)	There is significant progress in the development, implementation and monitoring of improved quality systems.
Sustained Improvement (SI)	Well established quality systems are evaluated, consistently achieve quality outcomes and support sustainable good practice.
Excellence (E)	The service is an innovative leader in consistently delivering good patient experience and excellent quality care.

A list of examples of evidence is provided to support you in verifying your selected Level of Quality for each Essential Element. The examples provided are guided by the relevant QuADS Organisational Standards. This list is intended as a guide and services can include additional evidence that better supports their selected level.

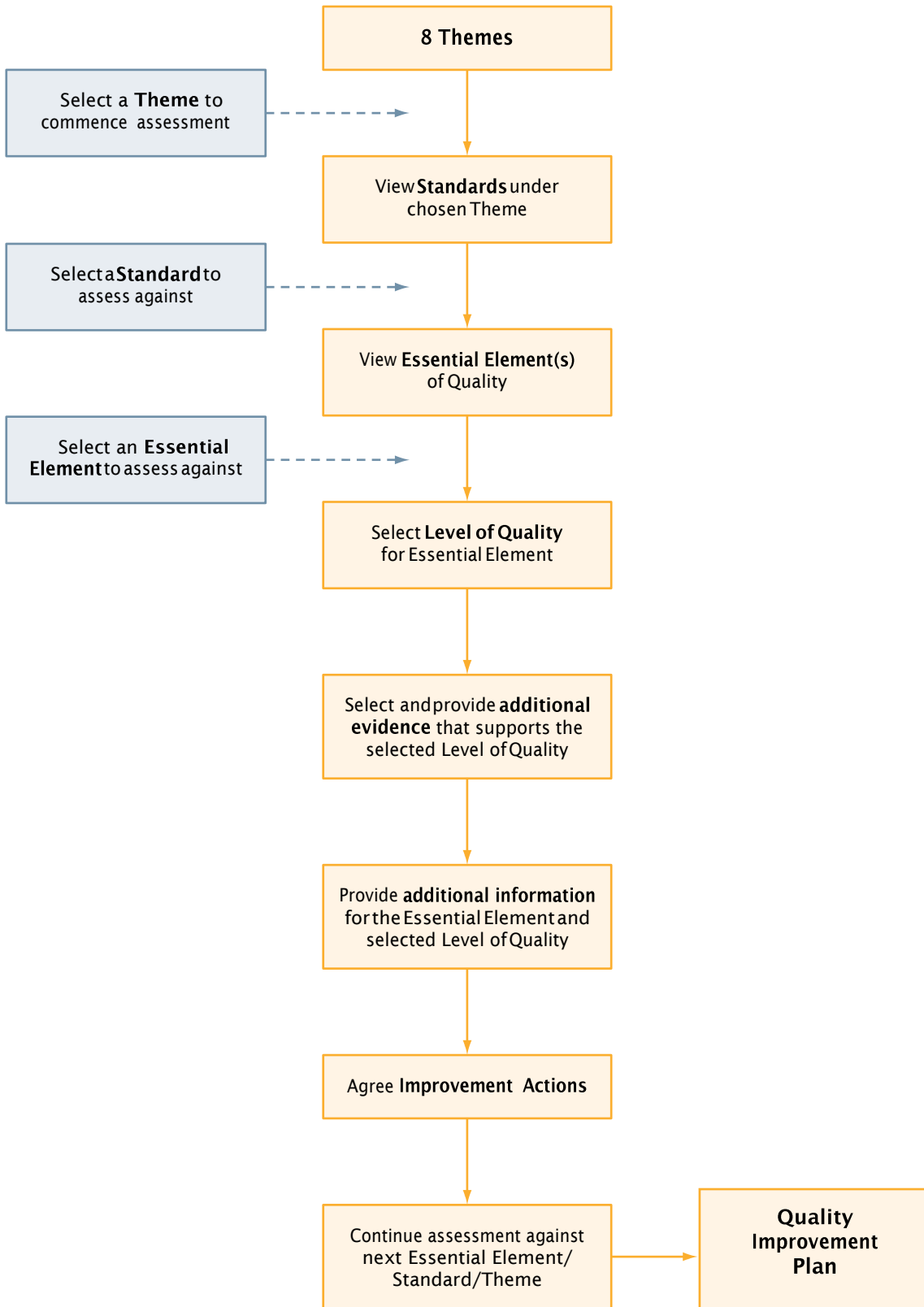
Similarly services may wish to consider the following bullets to guide them in providing additional information to support their assessment:

- Structures and processes in place and how they have been evaluated
- Strategies and plans developed and implemented
- Risks identified and improvement actions taken
- Challenges to progressing to higher levels of quality
- Outcomes achieved and examples of good practice.

The key output of this assessment is the development of Improvement Actions which will support addiction services in implementing the National Standards for Better Health and Wellbeing and improving the quality of your service.

An overview of the steps within the assessment process for the National Standards for Safer Better Healthcare is illustrated in Figure 1.

FIGURE 1: OVERVIEW OF ASSESSMENT PROCESS



BETTER HEALTH AND WELLBEING

STANDARDS	ESSENTIAL ELEMENTS	WHAT A SERVICE USER CAN EXPECT WHEN AN ADDICTION SERVICE IS MEETING THESE STANDARDS
STANDARD 4.1 The Health and Wellbeing of service users are promoted, protected and improved.	Supporting a Culture of Better Health and Wellbeing	<ul style="list-style-type: none">• Your healthcare service will work to optimise and promote better health and wellbeing for its service users and staff.

STANDARD 4.1

The Health and Wellbeing of service users are promoted, protected and improved.

Essential Element: Supporting a Culture of Better Health and Wellbeing

The service focuses on creating a culture that optimises and promotes better health and wellbeing for its service users and staff.

LEVEL OF QUALITY	GUIDING PROMPTS	SELECT
Emerging Improvement (EI)	<ul style="list-style-type: none"> • There is a clear formal scheme of accountability for health and wellbeing at all levels across primary care services within the CHO. • There are arrangements throughout addiction services which support the identification of health priority needs and inequalities within sectors of the population. • There is clarity around individual and team responsibilities for promoting health and wellbeing. • Strategic objectives of the service include improving service users' health and wellbeing and preventing further health inequalities in line with national policy. 	<input type="checkbox"/>
Continuous Improvement (CI)	<ul style="list-style-type: none"> • A health promotion policy aligned to national objectives is developed within the CHO at all levels. • Health and wellbeing programmes and initiatives are implemented in partnership with service users as part of the service plan. • Agreed outcome measures are developed and monitored within addiction services. • Feedback from service users and addiction service staff is used to improve the culture of better health and wellbeing at all levels across addiction services. • Addiction staff receives the necessary training and education to implement health and wellbeing programmes and initiatives. 	<input type="checkbox"/>
Sustained Improvement (SI)	<ul style="list-style-type: none"> • Reports on implementation and outcomes achieved across addiction services within the CHO are submitted to relevant governing committees with reciprocal feedback. • Evaluations of programmes are undertaken which informs improvement plans. 	<input type="checkbox"/>
Excellence (E)	<ul style="list-style-type: none"> • The CO, primary care management team, network and/or PCT works in partnership with other service providers and external agencies to optimise health promotion programmes. • Health inequalities are given high priority for joint collaborative working. • The learning from evaluations of local, national and international programmes and initiatives is shared within and external to the service. 	<input type="checkbox"/>

EVIDENCE TO VERIFY SELECTED LEVEL OF QUALITY

EXAMPLES (incorporating relevant QuADS Organisational Standards)

- Implementation and evaluation of health promotion and improvement programmes (e.g. tobacco free campus policy).
- Patient assessment includes questions relating to health and wellbeing.
- Needs assessment of target group identifies health needs and priorities.
- Development, implementation and evaluation of health promotion policy in line with Healthy Ireland: A Framework for Improved Health and Wellbeing.
- Service user feedback includes health and wellbeing interventions.
- Literacy audit of written information available in clinic. Implementation and evaluation of Health literacy initiatives (e.g. written patient information, signage, spoken communication & interpreter services).
- Engage with the LCDCs in the development of the LCDC Local Economic and Community Plans in each CHO area
- Findings from health equity audits inform improvement plans and health inequalities staff training programmes.
- Referral pathways include health promotion and linkages to community supports.
- Reports on health and wellbeing progress are discussed at senior management committee meetings within the organisation with reciprocal feedback.
- Health and wellbeing performance indicators included and reported on in annual service plan.
- Staff have access to health promotion initiatives.
- Staff are aware of the Employee Assistance Programme

ADD YOUR OWN EVIDENCE

ADDITIONAL INFORMATION

IMPROVEMENT ACTIONS FOR THEME 4: BETTER HEALTH AND WELLBEING

STANDARD	ESSENTIAL ELEMENT	IMPROVEMENT ACTION	RESPONSIBLE TEAM MEMBER	DUE DATE