

Improving Quality at Mayo University Hospital

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a whole hospital story

Our journey began with a **Vision:**

Achieve Excellence through meaningful Patient and Staff engagement in Service Delivery

What does meaningful mean?
authentic
real
active

informed by:
our national standards for Safer, Better Healthcare (HQA, 2012)



Clinical Directorates set up with the establishment of the new hospital group

Saolta 2015

2014 Declaration of commitment to Progressing the Quality and Safety agenda

it was July 2016

When the Stars aligned

Building towards Success

- with Staff who are
 - engaged
 - empowered
 - multidisciplinary
 - appetite for improvement
- We were performing well on
- Activity Based funding

We identified

- areas for improvement
 - Regulatory Inspections
 - Clinical Reviews
 - Risk Register
 - Staff Morale

the National QI Team began working with us using framework for Improving Quality in our health service

Our Approach:

to anchor all our improvement work in Governance

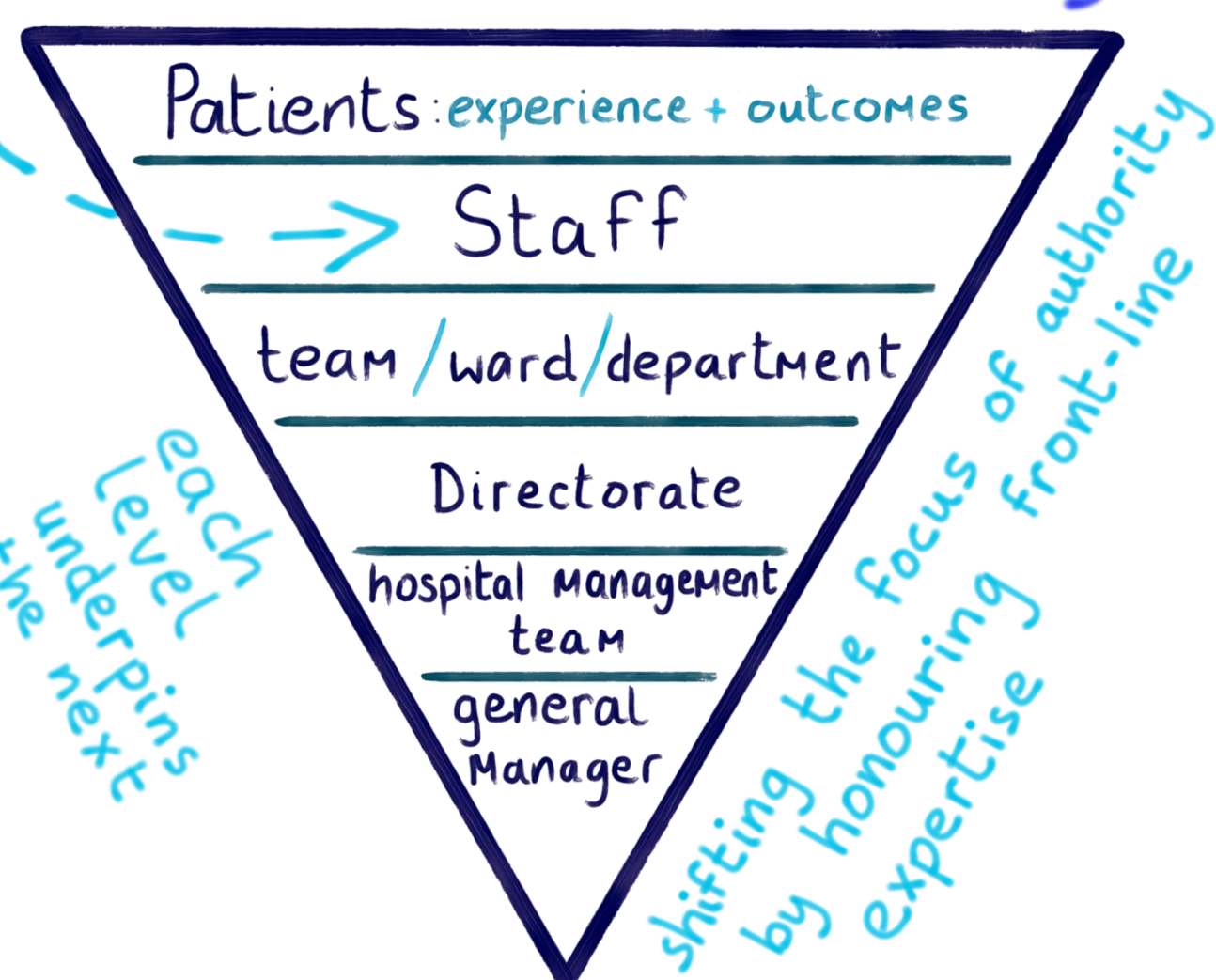
1 integrated Quality and Patient Safety across All governance structures

its everyone's responsibility! No segregated QPS committee

2 establish structures to govern the "Change we want to be"

everyone owns their responsibility for making it better

3 show how each individual contributes to the organisation-wide accountability



4 we introduced Quality and Patient Safety Senior Walk-rounds

Starting with Governance for Quality, All Drivers were woven in to the Work in tandem

Patients + Staff

Our Approach:

Partnership co-production co-design involvement

aim to climb this ladder



PFEA: Patient and family experience advisors

embedding PFEAs in committees and improvement work

the How

- nurtured buy-in from staff
- recruited advisors
- co-designed PFEA role
- co-designed training
- set objectives annually

2 here are 5 examples of the work of the Staff Engagement Forum

1 Values - developed by staff for Staff

2 Digital Identity for All e.g. see bit.ly/2TmYwQa for more detail on all our work

3 Staff Recognition Awards

4 Staff coffee mornings great for feedback + communication

5 Schwartz Rounds building staff resilience

Our Approach:

Clear aim Systematic approach

is the compass that tells us if we are going in the right direction

Commitment to Excellence Boards Co-designed show trends over time publicly displayed

Evidence of Excellence

National Patient Experience Survey

Year	Very Good	Good	Fair	Poor	response rate
2018	60%	25%	14%		54%
2017	54%	31%	15%		

Staff Retention Roles were filled Refresh of Management team targeted recruitment New Staff supporting the Vision

Positive Feedback from the regulator on: governance transparency feedback

Positive outcomes from internal and external audit

with thanks to All our colleagues

and to MUH management team
Ronan Ryan, Derek Bennett, Padraig O'Luanigh, Andrea O'Grail, Tom O'Malley, Hillary Stokes, Cyril Rooney, Eddie Conran

and to Patients and families who are contributing to our improvement journey

and to HSE National QI team
John Fitzsimons, Juanita Guidera, Deirdre O'Keefe, Greg Price, Elaine Fallon, Siobhan Reynolds, Emma Hogan

for further information and future progress, link with us via: bit.ly/2TmYwQa

or follow us @Saolta @nationalQI

Reviewed - Restructured - Regoverned