CHKS Top Hospitals Awards: Quality Improvement Award 2017

On Wednesday May 10 an audience of over 200 guests, including leaders from across the NHS, independent healthcare sector, and Europe came together to celebrate achievements as part of the CHKS Top Hospitals awards programme over the past year at One George Street, in central London, headquarters of the Institute of Civil Engineers.

Achievements in accreditation are celebrated through the CHKS ‘Quality Improvement’ award. This award is open to all clients who have successfully achieved an award of accreditation in the previous year.

All organisations who achieved accreditation in 2016 are invited to apply by submitting information on four key areas - patient safety, patient experience, staff welfare and quality improvement. Submitted applications are rigorously vetted and a short list drawn together.

This year the winners were VHI Swiftcare, Dublin who impressed the judges with their submission. The two worthy runner ups who also attended the dinner were Braga Hospital, Portugal, and Cuan Mhuire, County Limerick. A very well done to all three organisations!

Our after dinner speaker this year was Sir Ranulph Fiennes. The explorer, fundraiser and author entertained the dinner guests by sharing some stories of his trips and the motivation behind his team’s efforts to break all world records of a geographical nature. Signed books were available. Further thoughts from Sir Ranulph are provided through a blog on the CHKS webpage.

If you have any comments about the newsletter or our accreditation service, please do not hesitate to get in touch.

Moyra Amess
Director - Benchmarking, Assurance and Accreditation, CHKS

Join us for the CHKS Ireland Conference 2017

Tuesday 14th November, 2017, Royal Marine Hotel, Dublin

This year’s conference will focus on quality in healthcare and will provide an excellent opportunity for delegates to learn more about the role of leadership, technology and organisational culture in delivering quality improvement.

You’ll hear from our key speakers:

- Dr. Siobhan O’Halloran, Chief Nursing Officer, Department of Health – Ireland
- Peter Lachman, Chief Executive Officer, ISQua
- Eugene Farrell, Head of Information Services, HSE

Visit www.chks.co.uk/events to find out more.
We are delighted to let you know that we were advised by UKAS (United Kingdom Accreditation Service) in June that we had successfully transitioned to ISO 17021-1:2015 and ISO 9001:2015.

17021 conformity assessment - This is the requirement for bodies providing audit and certification of management systems and is the ISO standard that the assurance and accreditation team at CHKS must demonstrate compliance with. Similar to our own assessment processes this involves a head office review and two subsequent surveillance visits - including witnessing a client assessment.

Organisations world-wide working with the 2015 version of this standard were required to be assessed as compliant by June 2017. By achieving the new 17021 standard this enables us to assess and award against ISO 9001:2015.

We were also assessed against the requirements of ISO 9001:2015 to ensure we have processes in place to meet the requirements of the updated standard. A world-wide date was set which organisations were advised must be achieved by September 2018. All of the clients we work with in relation to 9001 are on track to achieve this.

July of this year saw the service undergo its final 17021 surveillance assessment for the current review cycle. A witnessed assessment will conclude this year's review in October.

CHKS Portugal conference 2017

We were delighted to welcome around 60 healthcare quality improvement professionals from across Portugal to our conference held in Lisbon in June.

Delegates heard from our international guest speakers and shared learnings, knowledge and best practice on the theme of quality improvement in healthcare.

During the day we heard from José Luis Carvalho of Hospital de Braga, Portugal, highly commended in our 2017 Top Hospitals Programme, who shared how they are driving quality.

Jessica Mallach at Northumbria Healthcare NHS Foundation Trust - this year’s winner of the Patient Experience Top Hospital Award, discussed improving patient experience and how they continue to be ‘best in class’.

Chief Medical Officer Dr Charles Young covered the topic of quality improvement in health systems and for individual patients through effective triage, and discussed what the future of triage might look like.

In an incredibly personal speech, Margaret Murphy, Patient Advocate, spoke about her son’s preventable death at age 21, and the learning points from this tragic event.

CHKS client manager Carlos Goes de Souza presented a session on creating relational touch points for patient satisfaction – ensuring a remarkable experience for both patients and staff within a care environment, with Roy Lilley, health commentator and broadcaster, finishing off the day.

The sessions generated a great buzz, and feedback for the event and the speakers was fantastic.

Why ISO certification?
Through the quality improvement process, organisations instil a culture of pride in their services and a greater sense of ownership. Employees feel empowered to influence their role in the organisation and drive change. Certification provides credible and independent recognition of your commitment to quality improvement for your patients, Board and external regulators. Our programmes are tailored to all aspects of healthcare provision from acute hospitals and care homes to specific services such as radiotherapy and maternity.

As a leading health and social care certification service, we have unrivalled experience in developing and applying quality standards to improve patient care, while addressing key challenges such as risk management and clinical effectiveness.

We are accredited by the United Kingdom Accreditation Service (UKAS) to ISO17021:2011 and therefore clients who work with our standards can now achieve ISO 9001:2015 certification.

To find out more, please email us at info@chks.co.uk.

Get in touch: www.chks.co.uk . info@chks.co.uk
In July this year we held a surveyor selection event in Birmingham with 12 attendees from England, Northern Ireland and the Republic of Ireland.

We had previously noted a shortage of surveyors with experience and skills within radiotherapy and made a concerted effort this year to seek out potential surveyors within this field.

The selection process (which has a greater emphasis on accreditation online and the surveyor’s role within the survey process) is now well embedded and was well received by all attendees. The facilitators, Stuart, Geraldine and this year Kirstie, guided the attendees through a variety of scenarios and training sessions over the course of three days. As with previous selection events some sessions were marked by the facilitators and marks awarded were added to those of the written examination at the end of the event. Final scores were then used to identify potential new surveyors.

Feedback from the attendees advised that from their point of view the training was a success (most evaluations falling into the good/excellent category). One surveyor noted ‘Really professional and extremely helpful. Took us all on a learning journey in a caring manner. All exercises appropriate to teaching. CHKS trainers really approachable and considerate.’

So welcome on board to the 2017 candidates and we hope they all enjoy their surveying experiences with CHKS.

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CHKS Accreditation Awards Panel January 2017 – July 2017

• Affidea Radiology Centre, Sligo, Ireland
• Centro Hospitalar de Lisboa Central, Portugal*
• Clane General Hospital, Co. Kildare, Ireland
• Galway Hospice Foundation, Galway, Ireland*
• Guy’s and St Thomas’ NHS Foundation Trust, Radiotherapy Department, London, UK*
• The Healthcare Group, Guernsey, UK
• Hospital Garcia de Orta, Portugal*
• Instituto Português de Oncologia de Coimbra Francisco Gentil, E.P.E., Portugal
• Islandhealth Practice, Guernsey, UK
• The London Clinic, Radiotherapy and Medical Physics Departments, London, UK*
• Murray Private Ambulance Service, Co. Mayo, Ireland*
• Portsmouth Oncology Centre, Radiotherapy, UK*
• Queens Road Medical Practice, Guernsey
• The Royal Wolverhampton NHS Trust, Radiotherapy Service including Radiotherapy Physics & Chemotherapy Service, UK*
• Rutland Centre, Dublin, Ireland
• South Scan MRI, Cork, Ireland
• Spire Oncology Centre, South West, UK*
• St Catherine’s Hospice, Crawley, UK
• Talbot Grove Addiction Centre, Co. Kerry, Ireland*
• Taunton and Somerset NHS Foundation Trust. Haematology, Oncology, Palliative & End of Life Care Directorate, Musgrove Park Hospital, UK*
• White Oaks Rehabilitation Centre, Donegal, Ireland

(* also certificated to ISO 9001:2008.)

Save the date: The CHKS Surveyor update Day 2018

The 2018 Surveyor Update event will take place on Thursday 8 March at Double Tree by Hilton - Victoria, 2 Bridge Place, London, SW1V 1QA.

The event is for CHKS Surveyors by invitation only. We believe it is a great opportunity for our surveyors to get together and share learning and experiences, as well as take time out away from the busy day job to reflect and consider new ideas.

Like previous years, the day will include a variety of informative practical sessions and workshops. We look forward to seeing you there.

Please visit www.chks.co.uk/events to find out more.

Don’t forget to visit chks.co.uk/blog to read our latest blogs

• CHKS healthcare leaders’ survey 2017: what are the top challenges?
• Paper vs Digital: Paper records have been with us for generations, but we know they are not safe and hinder efficiency
• Creating better value healthcare – Sir Muir Gray

Get in touch: www.chks.co.uk . info@chks.co.uk