

# Surveyor Update Day

## Review of 2018 and plans for 2019

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# Content

1. 2018 in CAPITA, Healthcare Decisions and Assurance & Accreditation
2. Coming up in 2019
3. Sharing some learning/insight

# 2018



# CAPITA

- **CAPITA**
  - **Chief Executive Officer – Jon Lewis**
  - **Key messages** – Simplify, Strengthen and Succeed
    - Focus, Delight the Customer and Value staff
    - Multi- year strategy and transformation programme – building blocks to a great business
    - Shares Issue – raised funds for investment
    - New appointments to Board – People Officer, Digital Officer
    - Divesting of companies
    - Simplifying structure
    - VISION

# Vision and Values

**“Our purpose – we create better outcomes – is the reason we exist. It guides our decisions and actions and encapsulates what we do here every day”**



# CAPITA Software

Divisional Executive Director, Software Division – Chris Baker



- one of the UK's largest software companies and the market leader in several specialist areas such as education software, UK utilities software and 'blue light' software.
- This division provides genuinely mission-critical software across our client groups: Local Authorities, Emergency Services, Transport, and Education.

## Businesses in this division:

- Horizontal (cross industry) Products
- Orange Bus
- Education Software
- Secure (emergency services) Software
- Healthcare Decisions
- Financial Software
- Mortgage Software Solutions
- Local Government Software
- AMT-Sybex

# Healthcare Decisions

Managing Director – Tracey Francis

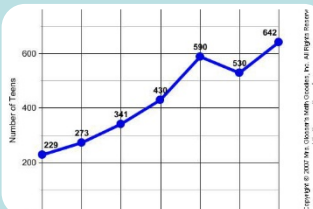


## What we do at Capita Healthcare Decisions...

We support providers, commissioners, payers and governments around the world make informed decisions and improve patient outcomes by



Providing health and care service **accreditation, and certification** of quality management systems to ensure that healthcare organisations continuously provide safe, effective and patient centred services



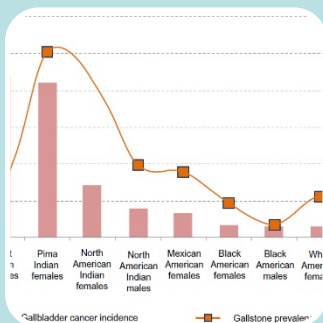
**Benchmarking** clinical and operational performance and outcomes, to give healthcare organisations the insight they need to make informed decisions and continuous improvements to delivery of patient care



Providing a fully managed **clinical coding service** that delivers data quality and the funding that accurately reflects the care delivered



# What we do at Capita Healthcare Decisions...



Providing a **population health analytics** platform that predicts patients at risk and delivers health equity across health economies



Providing remote **clinical triage solutions** that enable healthcare providers to ensure citizens receive 24/7 clinical and health advice, delivering the right care, at the right time at the right place



# Update on CHKS Assurance & Accreditation

# Welcome to new client managers

**Dersna Kerveji**



**Janet Littler**

**Agata Adrych**



# Surveys and Awards

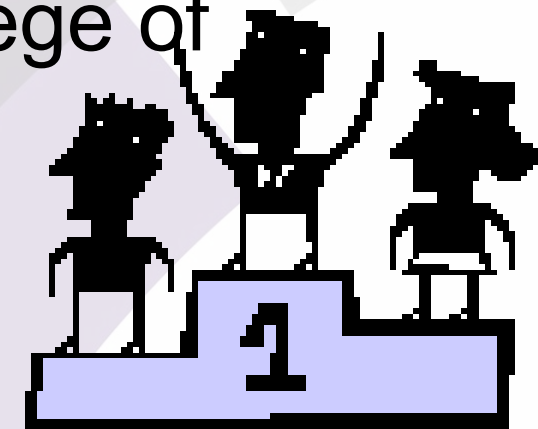
	2015	2016	2017	2018
Surveys	30	29	33	29
Focused resurveys	3	3	1	4
Monitoring /Surveillance visits	36	42	40	46
Accreditation awards	28	29	29	21

# Quality monitoring



# CHKS Quality Improvement Award

- Four shortlisted organisations
  - St Francis Hospital, Ireland
  - New Victoria, London
  - The Children's Trust, London
  - Centro Hospital do Medio Ave, Portugal
- Winner to be announced at the Top Hospital Award ceremony, at the Royal College of Physicians, London, on June 12<sup>th</sup>.



# 2019

- ISQua Accreditation Council, Geneva
- Surveyor training and selection, May 21<sup>st</sup>-23<sup>rd</sup>
- ISQua conference in Cape Town, SA
- Development of new opportunities
  - Large multi-site organisations
- Upgrading of Accreditation Online

# Thoughts for today

In Glasgow with colleagues last week.....





# Psychology of change

- Learning from good behaviour and not just the 'reds'
- Openness to share and learn from great results across teams
- Yes use data, but for dialogue, and dialogue for improvement....rather than judgement
- Seek to understand and create meaning as a multidisciplinary team approach to improvement
- Realise that culture and engagement more critical to patient safety than monitoring and KPIs (Ramsey Healthcare)

# Changing the safety conversation

- Staff engagement and patient experience much better thermometer of success of an organisation (Ramsey Healthcare)
- **Need a culture which breeds curiosity and openness**
- **With this get TRUST, build Teamwork, and AGENCY**
- **Involves empowering staff, giving purpose and courage**
- **Methods for change**
- **Widening horizons**



# St Bartholomew's, London



# Importance of culture, curiosity and change

- Compassion – Used to think empathy was a key component of caring, but not enough.
- Emotional quotient needs to move to compassion quotient. **Empathy + Action = compassion.**

# Basic acts of kindness can lead to...

- Faster wound healing
- Reduced pain, anxiety and blood pressure
- Shorter hospital stays

Source: Berry(2018, April 8) Some basic acts of kindness found to help patient dealing with cancer, *The Washington post*.

# Compassion

"Compassionomics provides the evidence that one simple tool, compassion, can affect not only the outcomes for our patients, but also the financial health of our organizations and the well-being of our providers." (Donald Berwick, MD, President Emeritus, Institute for Healthcare Improvement)

