



# CHKS Assurance and Accreditation

## Introduction and Update

Tuesday 11<sup>th</sup>  
November 2014

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CHKS

[www.chks.co.uk](http://www.chks.co.uk)



- Data benchmarking primarily in NHS
- Work with more than 100 large acute hospitals in the UK.
- We help them to understand their performance around key indicators including rates of mortality, length of stay, patient outcomes, complication rates and clinician performance.



- Specialist healthcare accreditation and ISO certification provider
- Provide high quality programmes.
- Work with more than 100 clients throughout Europe.
- We are dedicated to Continuous Quality Improvement
- ISQUA accredited



**CHKS**  
Insight for better healthcare

# Our coverage in Europe

## Current Accounts:

UK excl NI – 50 accounts

Northern Ireland – 1 account

Ireland – 35 accounts

Portugal – 16 accounts

Cyprus – 3 accounts

Italy – 4 accounts

Cruise Ships – 2 accounts

Slovenia – 1 account

## Other experience in:

Bosnia

Gibraltar

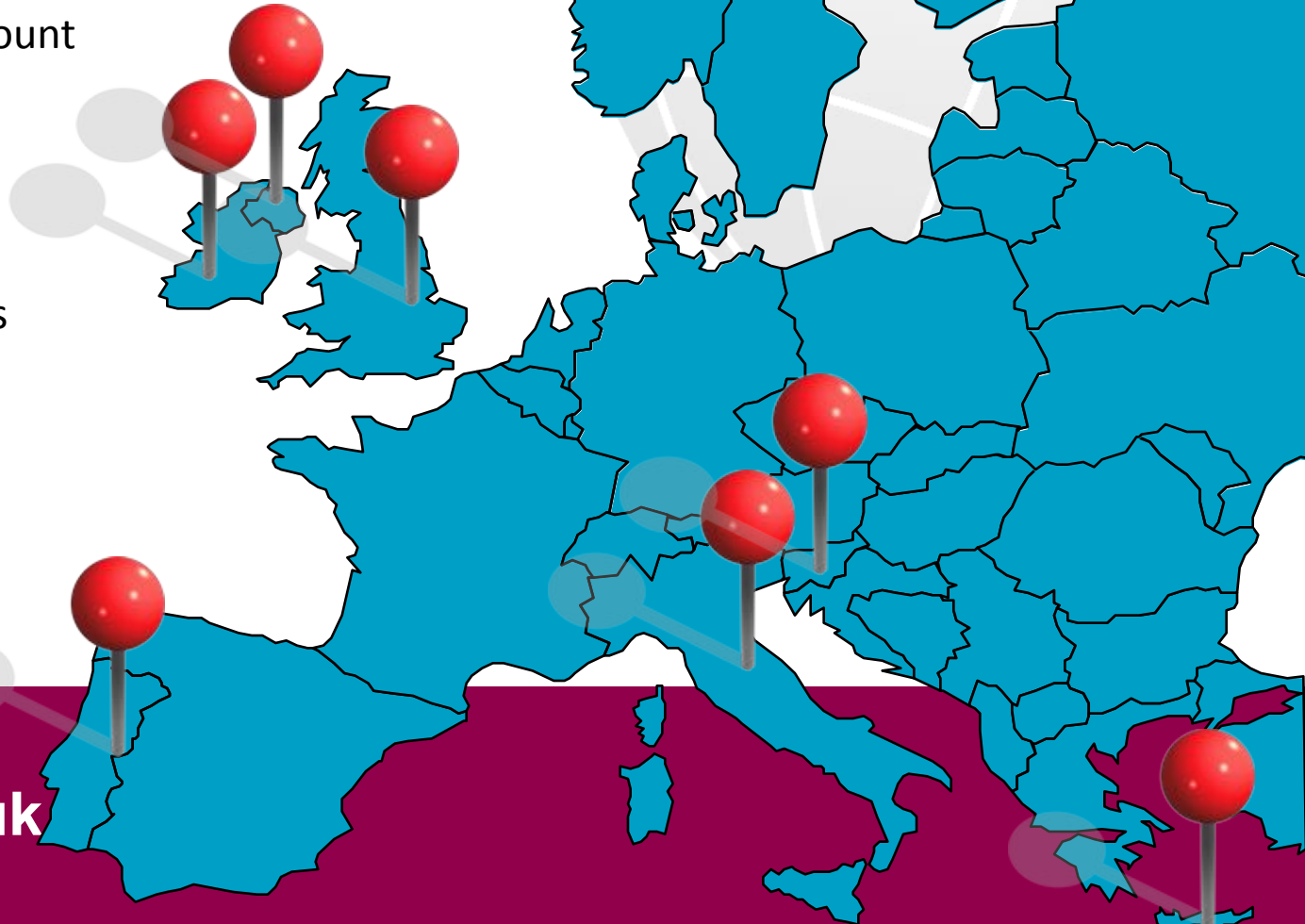
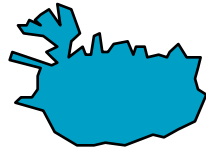
Denmark

Turkey

Serbia

South Africa

Albania



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## External qualifications of quality



- Accredited by ISQua - organisation, standards and surveyor training
- Accredited by UKAS to award ISO 9001:2008 certification

# Standards development

- Developing a single accreditation programme for acute health care – to cater for both international and UK organisations
- Goal to develop database of standards so able to quickly design and deliver specific bespoke programmes for any client group
- Also quicker and more regular update rather than triennial
- To date in 2014 we have published primary care, and will have completed revision of hospices and care home programmes by end of year



## Annual approach to achieving accreditation

Programme in  
chunks

Programme devised  
to cover full  
organisation over a  
period of time

Encourages  
continuous quality  
improvement





Contract specifies  
time scales

# Assurance programme

## Concept

## Standards programme + data dashboard



Summary indicators	Percentile (0 - 100)	National mean	Trust value (pats with dementia)	Variance (cf national rate)	Spells
1 % acute patients with previously recorded dementia, for which dementia is not recorded in the current spell 	31.1	27.0%	24.9%	-2.0%	2,025
2 Average length of stay for patients with primary diagnosis of dementia (age / gender /admission type standardised) 	79.5	16.8	20.5	3.7	159
3 Mortality rate for patients with primary diagnosis of dementia (age / gender /admission type standardised) 	100.0	8.0%	22.1%	14.1%	159
4 30 day readmission rate for patients with primary diagnosis of dementia (age / gender /admission type standardised) 	17.0	24.1%	17.9%	-6.2%	125

# Example programmes

- ✓ Dementia e.g. Alzheimer's Disease
  - ✓ Patient safety and risk
  - ✓ Maternity
  - ✓ Day case surgery
  - ✓ Patient focused care
- any department e.g. cardiology



**CHKS**  
Partnership with Alzheimer's Society

**Achieving excellence in dementia care**  
The dementia challenge ahead



"It is estimated that 800 million a year could be saved by improving hospital care for people with dementia and that every general hospital has access to over 100 million pounds of the economy, due to worse outcomes for length of stay, mortality and institutionalisation."

SOURCE: THE NCD FOUNDATION, 2012

CHKS has a new approach to meet the challenge of dementia care in hospital settings. Working in partnership with Alzheimer's Society we can provide an innovative assurance package designed to improve the outcomes for patients with dementia, provide reassurance to patients' families and enable healthcare providers to deliver efficient and effective care.

**Key facts**

- One in three people over 65 will develop dementia
- There are 800,000 people with dementia in the UK and this is set to double in next 30 years
- Unrecognised dementia on admission leads to poorer outcomes including prolonged length of stay - up to 20% longer than patients without dementia and have

Partnership with **Alzheimer's Society**



**CHKS**  
Assurance in healthcare

Evidence-based best practice analysis of your standards and outcomes



"CHKS has helped the Assuree Clients develop an effective, integrated whole system approach to assure safety, quality patient care. Systems can be measured by a demonstrable cycle of assure assurance reporting, which resulting in mitigating on items of claim and feedback, not all has become embedded a mark of our thinkable leaders."

Industry C. Fuller - Haematology, Oncology & Palliative Care (HPC) (Devon) at Plymouth, Taunton & Somerset NHS Foundation Trust.

"One in ten patients admitted to hospitals in developed countries will unintentionally be the victim of an error. Around 50% of these events could have been avoided and the national medical office estimates the cost of a typical patient safety incidents ranges from 200,000 to £400,000 per year". Source: Safety First, DH

**Programme benefits**

- Helps monitor and optimise performance on key quality indicators
- Provides the evidence change and identifies priority areas for improvement via a review of structures and processes
- Demonstrates commitment to quality of care and continuous improvement
- Helps to safeguard reputation and income
- Provides information and analysis for Quality Assurance and governance reports
- Ensures compliance with all relevant legislative and professional standards
- Shows how your organisation is performing against best practice
- Provides assurance for trust boards
- Benchmarks trust performance against local targets and national peers

**The CHKS Solution**

Our Assurance Review combines a thorough review of the structures and processes across your organisation. It uses evidence based standards to compare current practice with best practice and an analysis of your outcomes using data benchmarked against other providers. This unique diagnostic approach provides an independent and evidence-based evaluation of practice by our organisation.

Interpretation and discussion of the analysis is developed into a tailored improvement plan for your trust. This plan will provide a highly effective framework for governance of healthcare throughout the organisation, focusing on high risk areas and opportunities for significant improvement. Trusts that wish to achieve the highest levels of achievement can showcase their world class quality standards by choosing to follow a CHKS accreditation programme - the recognised mark of industry best practice.





# Thank you

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