

Accreditation – our valued journey

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Accreditation

- ▶ Brings:
 - Consistency → Confidence & Credibility
 - Accountability → Responsibility & reduced risk
 - Emphasis on strategy & planning → Leadership & resilience
 - Clear patient & staff focus → Cohesion
 - Support & transparency → Courage to grow
 - Governance → Awareness; fewer assumptions
- ▶ Can enhance:
 - Organisational Values

Centric Health



- ▶ Mission – To strive to keep people healthy in their own community
- ▶ Diversified international healthcare services:
 - Medical recruitment
 - Primary Care
 - Diagnostics
- ▶ Staff numbers (Ireland) – excluding bank (71):
 - Management 37
 - Clinical 87
 - Non-Clinical 87 211

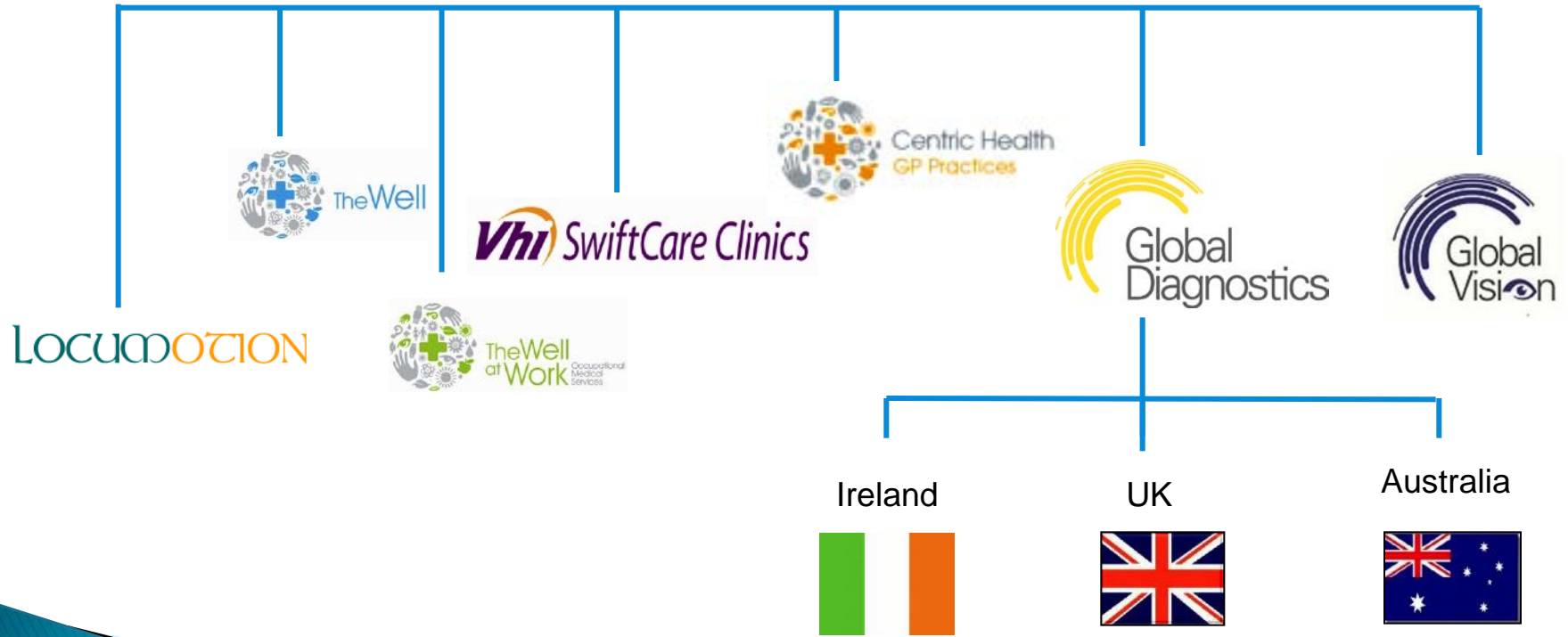
Company Structure



Recruitment

Primary Care

Diagnostics



Milestones



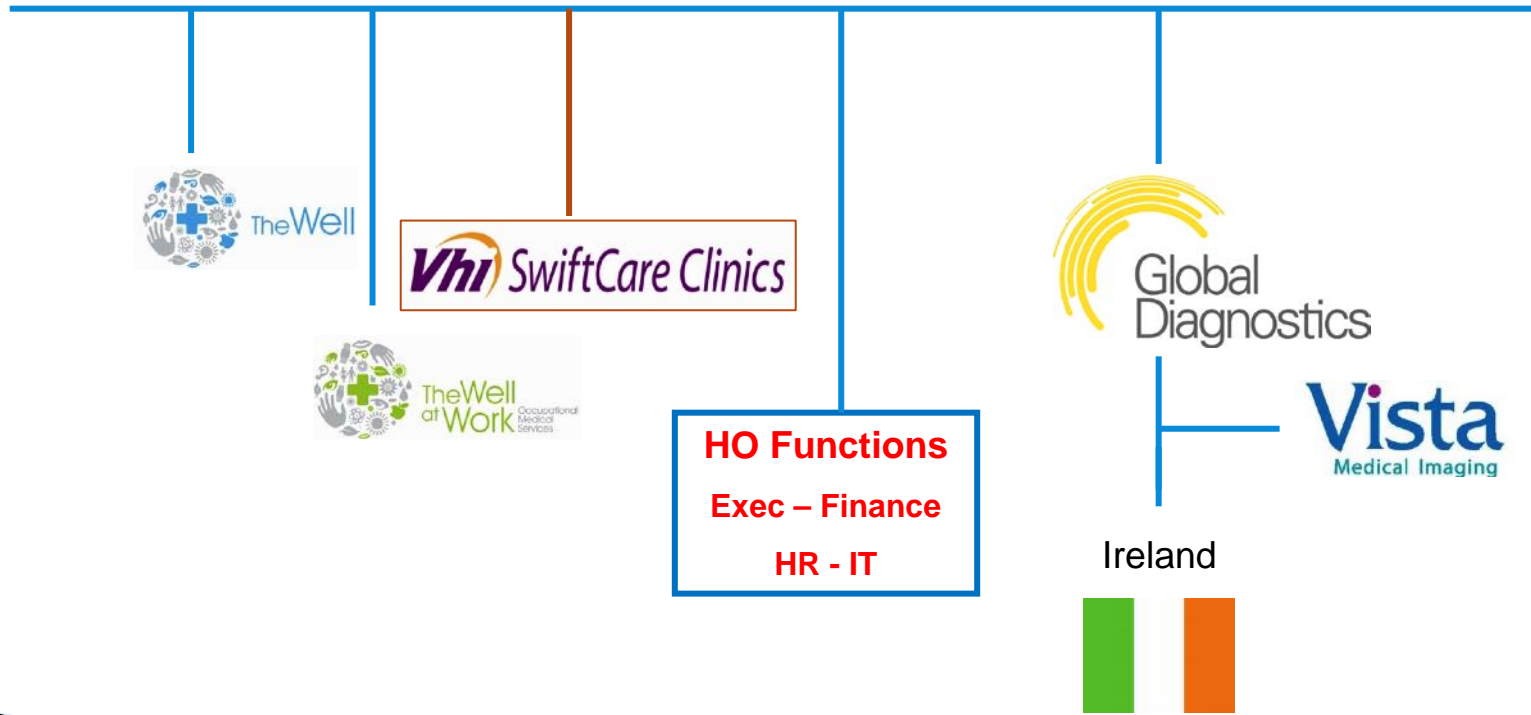
- ▶ 2000 Locumotion (standalone)
- ▶ 2003 The Well (start of Centric Group)
- ▶ 2005 The Well at Work
 - 1st GP – Phoenix Medical, Navan Rd
 - JV with VHI – SwiftCare Clinics
- ▶ 2007 Locumotion acquired
- ▶ 2008 Global Diagnostics acquired
- ▶ 2013 Global Vision
- ▶ 2014 10th GP – Bellview Clinic, Mullingar

Scope of Accreditation



----- Primary Care -----


-- Diagnostics --



Accreditation milestones

- ▶ 2010 Started the process (June)
- ▶ 2011 1st Survey (June)
- ▶ 2011 Focussed re-survey (December)
- ▶ 2012 Surveillance visit (June)
- ▶ 2013 Surveillance visit (June)
- ▶ 2014 Vista Medical Imaging survey (Jan)
- ▶ 2014 2nd Survey (June)
- ▶ 2015 Navan Hospital CT service (January)
- ▶ 2015 St Francis Hospital (April)
- ▶ 2015 Global Vision (June)


Patient Centric

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- Clear treatment pathway/information
 - Informed consent, rights & choices

- Excellent staff, facilities & equipment
- Safe & consistent care

- Empathy and consideration
- Advocacy (Complaints & Incidents)


Power of the Team

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- Only as strong as the weakest link
 - Team complements individual skills

- Safety/risk – mind the gap!
- Service/team emphasis

- Your success is my success: journey
- Support in failure; celebrate success

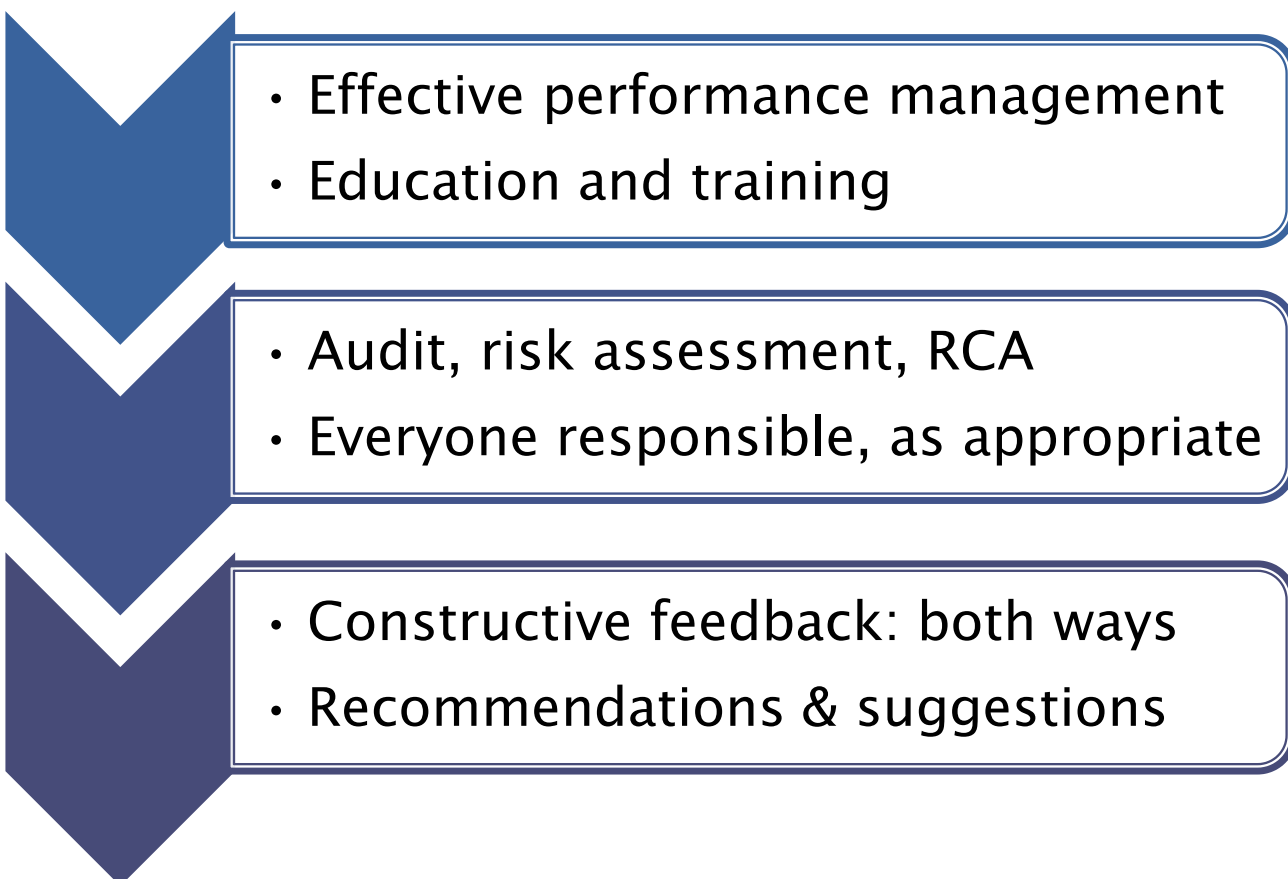
Relationships built on trust

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- Staff trust of management support
 - Management trust of staff capability

- Mutual goals: the quality journey
- Openness & fairness: “Fair blame”

- Information, reporting & sharing
- Safety and consideration


Courage to fulfil your potential

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- Effective performance management
 - Education and training

- Audit, risk assessment, RCA
- Everyone responsible, as appropriate

- Constructive feedback: both ways
- Recommendations & suggestions

Pride in what we do – humility in how we do it

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- Immensely proud of achievement
 - A privilege to treat our patients

- Acknowledge mistakes (C & I)
- Be open and honest

- Always room for improvement
- Open to guidance & advice

Challenges (1)

- ▶ Keeping “evidence” (P&P, audits, risk assessments, corrective actions) under control
 - Needs integrated application
- ▶ Keeping Q&R fresh & interesting:
 - Participate in corporate induction
 - Participate in or lead training (Audit; RA; RCA)
 - Monthly emails; quarterly reporting
 - Presentations to groups
 - Staff newsletters

Challenges (2)

- ▶ Promoting employee self-sufficiency:
 - Find documentation for themselves (Quality Library)
 - Reading relevant documentation (Team meetings; monthly emails)
 - Risk assessments (Training; vigilance)
 - Audits (Training; promotion)
- ▶ Reporting:
 - Keeping databases (C&I; Contracts; Registers) up to date
 - Keeping track of quality initiatives

Lessons learned/recommendations

- ▶ Use external advisers when appropriate
 - Independent chair of CGT (doctor with risk management skills) – keeps us honest
 - Independent IP&C adviser – keeps us focussed & up to date with developments
 - H & S adviser; Data Protection adviser – have specialised skills

- ▶ One (or team) QMS librarian/coordinator
 - Quality control & discipline
 - Consistency

Benefits

- ▶ CHKS Standards
 - Synthesis of experts, experience, references & guidance – do not have to work it out for ourselves; confidence that all the bases are covered
- ▶ Policies and standard procedures
 - Efficient – no need to redo or reinvent
- ▶ Risks are understood
 - Recognised, can be dealt with effectively
- ▶ Client confidence
 - A quality–focussed organisation, demonstrating its values

Centric Values

- ▶ Patient centric
- ▶ Power of the team
- ▶ Relationships built on trust
- ▶ Courage to fulfil your potential
- ▶ Pride in what we do – humility in how we do it

Would we do it again?

