



Surveyor Update Day

Review of 2016 and plans for 2017

Moyra Amess
Director, Benchmarking, Assurance & Accreditation

The Venue – Hilton Doubletree – Victoria

Did you know?



...4,115 Hilton Hotels worldwide
(3,791 in the US)

...first Hilton hotel was the
Mobley Hotel, in Texas,
United States in 1919

Occupancy rates of Hilton
hotels 75.4%

**Our hotel has received the 2015 TripAdvisor
Certificate of Excellence Award.**

Welcome to New Surveyors



**Neeta Singh
Tara Grant
Aine Donovan
Anne McGregor
Beth Wellsbury
Paula Fernandes
Ana Girao
Fernano Faria
Elisa Carvalho**

Review of 2016

- Organisational changes
- Standards developed
- Business and activity in 2016
- Quality assessments

Organisational changes in 2016

- Part of new division DSS, new MD and business partners
- Andy Lockwood is our new MD
- Healthcare Decisions – provider of decision support software and services
- Charles Young – Chief Medical Officer
- Work across the globe



CAPITA

Healthcare Decisions

powered by



in 2017

Staff changes

Hello to....

Kirstie Oliver



New positions

Mark Grainger – Head of Assurance & Accreditation

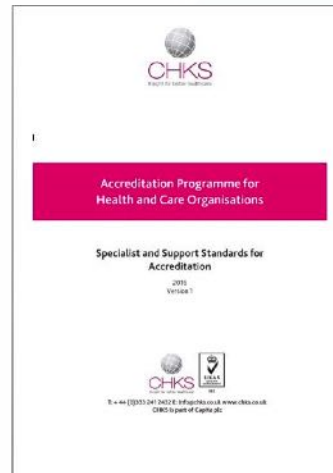
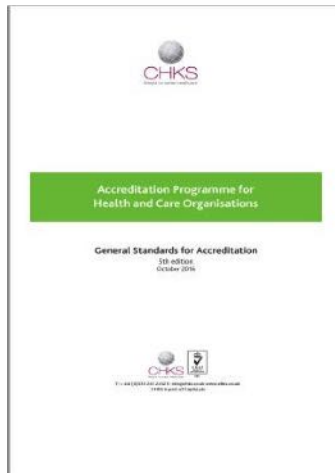
Stuart Lonie – Quality & Surveyor Manager

Standards Development



Standards published in 2016

- General Standards for Accreditation 2016 v1
- Specialist and Support Standards for Accreditation 2016 v1



Business in 2016 - 1

- 95% retain rate and attracted seven new clients

New clients in 2016

- Ambulance Service
- Two radiotherapy clients
- Group of primary care practices
- Fertility clinic
- New specialist client in Cyprus
- Consultancy in assessment of quality

Business in 2016 - 1

- 95% re-sign rate and attracted seven new clients
- Maintained our largest client HCA Ltd
- Continue to attract a lot of interest from national and international organisations looking for accreditation services.
- Two last week from Kazakstan and Pakistan

Business in 2016 - 2

- Continue to liaise and work with our Croatian partner with some very recent interest from the national accreditation agency
- Undertook campaigns on maternity and our CQC Official Information Status sparked a range of enquiries
- New opportunities spring boarding off increased understanding and knowledge of accreditation within healthcare sector in UK

Care Quality Commission

- ✓ Caring
- ✓ Effective
- ✓ Safe
- ✓ Well Led
- ✓ Responsive



Shaping the future CQC's strategy for 2016 to 2021



CQC is the independent regulator of health and adult social care in England. We make sure health and social care services provide people with safe, effective, high-quality care and we encourage care services to improve.



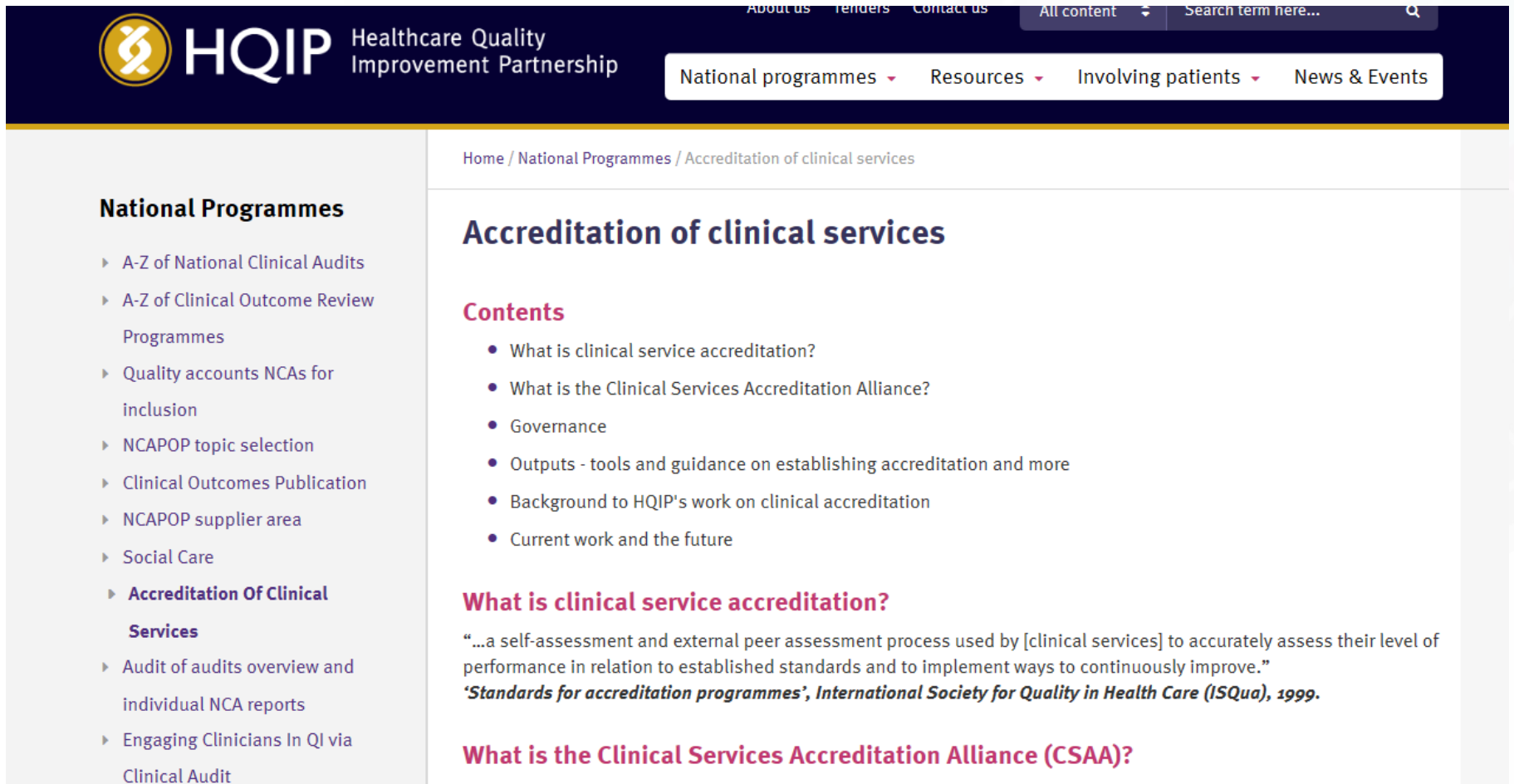
CQC's strategy 2016 to 2021

Shaping the future: consultation document



January 2016

HQIP outputs



The screenshot shows the HQIP (Healthcare Quality Improvement Partnership) website. The header includes the HQIP logo and navigation links for 'About us', 'Tenders', 'Contact us', 'All content', and a search bar. A secondary navigation bar lists 'National programmes', 'Resources', 'Involving patients', and 'News & Events'. The main content area is titled 'Accreditation of clinical services' and includes a 'Contents' list with items such as 'What is clinical service accreditation?', 'What is the Clinical Services Accreditation Alliance?', 'Governance', 'Outputs - tools and guidance on establishing accreditation and more', 'Background to HQIP's work on clinical accreditation', and 'Current work and the future'. Below the contents is a section titled 'What is clinical service accreditation?' with a quote from the 'Standards for accreditation programmes' by the International Society for Quality in Health Care (ISQua) from 1999. Another section titled 'What is the Clinical Services Accreditation Alliance (CSAA)?' is partially visible at the bottom.

National Programmes

- ▶ A-Z of National Clinical Audits
- ▶ A-Z of Clinical Outcome Review Programmes
- ▶ Quality accounts NCAs for inclusion
- ▶ NCAPOP topic selection
- ▶ Clinical Outcomes Publication
- ▶ NCAPOP supplier area
- ▶ Social Care
- ▶ **Accreditation Of Clinical Services**
- ▶ Audit of audits overview and individual NCA reports
- ▶ Engaging Clinicians In QI via Clinical Audit

Home / National Programmes / Accreditation of clinical services

Accreditation of clinical services

Contents

- What is clinical service accreditation?
- What is the Clinical Services Accreditation Alliance?
- Governance
- Outputs - tools and guidance on establishing accreditation and more
- Background to HQIP's work on clinical accreditation
- Current work and the future

What is clinical service accreditation?

"...a self-assessment and external peer assessment process used by [clinical services] to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve."
'Standards for accreditation programmes', International Society for Quality in Health Care (ISQua), 1999.

What is the Clinical Services Accreditation Alliance (CSAA)?

CSSA outputs

CSAA outputs - tools, guidance and resources

As part of its two-year collaboration, the Alliance has developed a suite of resources to support professional bodies who wish to develop professionally-led and patient-centred clinical accreditation schemes. The resources were published in late November 2016 and comprise:

- Work stream 1 - Development of standards for clinical service accreditation schemes
- Work stream 2 - Sharing and improving accreditation methodologies
- Work stream 3 - Map clinical services into groupings for the development of accreditation schemes
- Work stream 4 - A generic framework of standards for accrediting clinical services
- Work stream 5 - Information management, data and systems
- Work stream 6 - Support for development of accreditation schemes

Each work stream is available to download from the [official CSAA website](#).

CSSA website detail

Certification Body requirements

Requirements and guidance for the accreditation of Certification Bodies providing clinical service certification schemes

This document provides the requirements and guidance that can be used for the accreditation of Certification Bodies that operate clinical service certification schemes. It sets out requirements and relevant guidance to assist Certification Bodies and UKAS, where a Certification Body seeks accreditation. The accreditation award will be ISO/IEC 17065:2012.

The requirements contained within this document can also be used to inform decisions by regulators or other health improvement institutions.

Surveys and Awards

	2013	2014	2015	2016
Surveys	29	33	30	29
Focused resurveys	3	1	3	3
Monitoring /Surveillance visits	33	41	36	42
Accreditation awards	30	30	28	29

Quality monitoring



CHKS Quality Improvement Award

- Three shortlisted organisations will be announced after next Panel meeting
- Winner to be announced at the Top Hospital Award ceremony, in One George Place, London, May 10th



Ongoing plans for 2017

- Upgrading of Accreditation Online
- NICE Quality Standards Committee / ISQua Council
- New surveyor training in Summer – focused recruitment to meet client needs
- Specific surveyor training for cruise ship surveys
- ISQua conference in London
- Opportunities with our new partners within CAPITA Healthcare Decisions

THANK YOU

