

# Assurance in Maternity and Specialist Neonatal Care

## Delivering safe, good quality care



“The quality of care delivered by maternity units in the UK continues to attract a high level of scrutiny (King’s Fund, 2008; Cantwell et al., 2011). The rates of stillbirth and maternal mortality are higher than in many other European countries.”

Source: Hogan et al., 2010; Cousens et al., 2011

## Challenge

Delivering safe, good quality care to approximately 650,000 mothers and babies each year is challenging, particularly in the face of rising demand and reduced resources. Despite the majority of care being delivered effectively and safely, variation in the levels of care quality is frequently highlighted and attracts much attention and scrutiny.

The growth of evidence on variation in maternity care and outcomes has coincided with increasing demands on hospitals to publish information on the quality of the care they provide.<sup>1</sup> CHKS can help you take practical steps to identify risks, develop improvement programmes and ultimately demonstrate that you have systems in places which reliably provide the best possible care to mothers, babies and their families.<sup>1</sup> Darzi, 2008; Department of Health, 2012

## The CHKS Solution

Every hospital needs to understand how safe their maternity services are, yet “there are insufficient data available to present a complete picture of the quality of maternity care” - David Richmond, Vice President - Royal College of Obstetricians and Gynaecologists.

Assurance in Maternity and Specialist Neonatal Care combines data analysis with an independent on-site review and expert consultancy support to create a powerful and unique performance measurement and improvement programme. The programme benchmarks the organisation

and provides guidance as to where improvements are required. It highlights good practice, while setting an agenda for service and team development - making sure that all staff within the service are questioning what is done, how it’s done and how they can make it better.

“Having a baby is the single largest reason for admission to hospital and the experience families have often colours their long-term health and wellbeing and their use of health services.”

NHS Commissioning Board, 2012

## Stage 1: Understanding your current level of care quality

We analyse your data and offer an insight into your maternity service to enable you to understand current performance, pinpoint weaknesses, and develop action plans to drive improvements.

Data analysis and insight includes:

- a **data-driven dashboard** of maternity and neonatal indicators that allows organisations to see current and previous performance at a glance
- **analysis and summary** by patient group to show variations in care and where improvements might be made
- a **national benchmark** of care to enable comparison against other similar organisations.

Dashboards help you to **understand performance on key indicators** at a glance and you can **benchmark your organisation** against other NHS providers of maternity services:



## Stage 2: Independent gap analysis to identify priorities for action

Our onsite review employs a programme of standards<sup>2</sup> as a framework to evaluate patient safety, patient experience, professional competence, leadership and teamwork and clinical governance.

The onsite review includes:

- a **framework of standards** for delivery of best maternity and neonatal care
- a **gap analysis against standards** undertaken by CHKS lead auditors
- an **action plan** including guidance to leadership teams

on how to close the gap between non-compliance and full compliance on each standard

- support to **develop a programme of change** that tackles areas of non-compliance
- **annual reports** on progress against standards

<sup>2</sup> evidence base includes guidance from NHSLA, CQC, UKAS, Royal College of Obstetricians and Gynaecologists, Royal College of Midwives, Royal College of Anaesthetists, Royal College of Paediatrics and Child Health, and British Association of Perinatal Medicine.

## Benefits

- Provides an **evidence based** framework of care
- Improves the **quality and safety** of maternity and neonatal services
- **Reduces risk**
- Provides assurance to stakeholders that you are striving to **continually improve care**
- Develops your reputation as a **high-quality provider** of maternity services
- Reduces complaints and litigation
- Demonstrates **improvements in care**
- Supports achievement/attainment of a **higher NHSLA level** and a reduction of CNST payments.

## Themes within Maternity and Specialist Neonatal Care Framework

**Standard 1:** Departmental and Service Management

**Standard 2:** Quality Management

**Standard 3:** Risk

**Standard 4:** Patient Focus

**Standard 5:** Competent Workforce

**Standard 6:** Care Management – Maternity Services

**Standard 7:** Care Management- Neonatal Care

**Standard 8:** Administration and Clerical Services

**Standard 9:** Management of Clinical Records

**Standard 10:** Healthcare Record Content and Audit Checklist.

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