



The Vhi SwiftCare Accreditation Journey.....

***An insight into the CHKS Top Hospitals Quality
Improvement Award 2017***

Dr Michelle de Brun- Group Medical Director

***"Patients may forget what you said
but they'll never forget how you made them feel."***

Background to Vhi SwiftCare

Established in 2005



Doctor's
Surgery

Breaks, sprains,
dislocations,
wounds,
burns, urgent
illnesses...,



Hospital
A&E

Platinum Standard
Patient Experience

=

Clinical
Excellence

+

Customer
Service



2010 – First Accreditation Journey

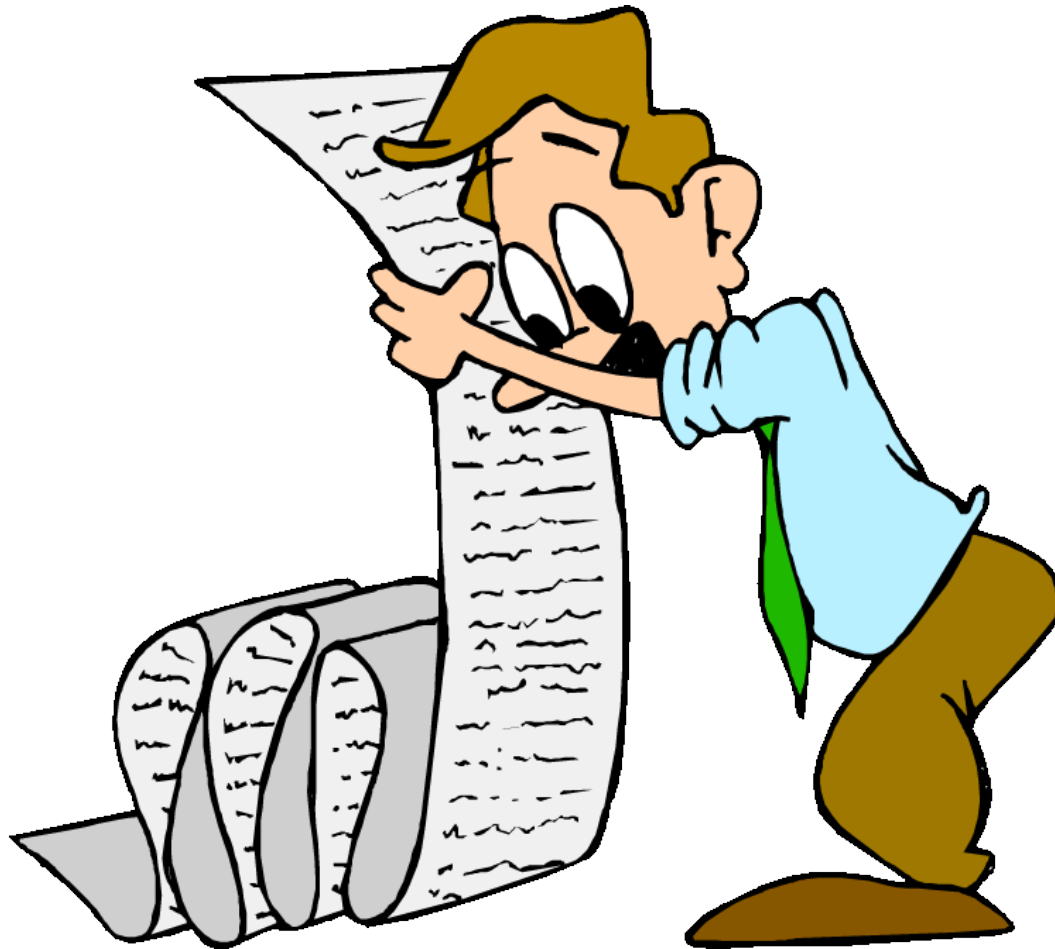
Selection of Accreditation Provider?



Book of Standards



Standards !



2016 Survey -Challenges



One Team - Focused!



Preparation for Survey



Success of Surveys 2010 to 2016

Together
Everyone
Achieves
More



Submission for QI Award



Submission for QI Award



Submission for QI award



BACK TO BASICS



Living Our Vision

OUR GUIDING VALUES

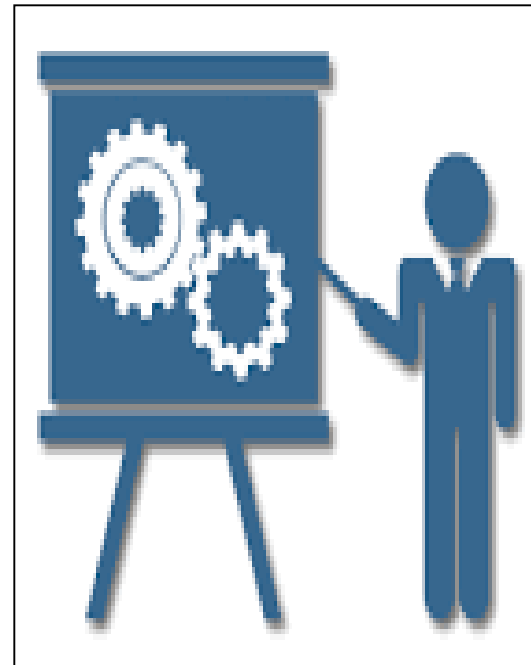


| People Centric | Invested | Professional | Empathetic | Trustworthy | Communicative |
|-----------------|---------------|----------------|------------------|-------------------------|------------------------|
| Respectful | Motivated | Have Integrity | Warm & Welcoming | Discrete | Open |
| Approachable | Conscientious | Confidential | Understanding | Honest | Good listener |
| Supportive | Engaged | presentable | Sensitive | Knowledgeable | Clear |
| Friendly | Positive | Engaging | Compassionate | Integrity | Aware of Body Language |
| Efficient | Friendly | Respectful | Patient | Reliable | Appropriate |
| Knowledgeable | Accountable | Clear | Helpful | Consistent | Informative |
| Competent | Informative | Coureous | Informative | Respectful | Knowledgeable |
| Conscientious | Focused | Skilled | Clear | Confident | Honest |
| Empathetic | Interested | Accountable | Transparent | Competent | Personalised |
| Approachable | Efficient | Factual | Appropriate | Open | Transparent |
| Informative | Reassuring | Knowledgeable | Listening | Responsive | Welcoming |
| Reassuring | Responsible | Discrete | Specific | Decisive | Attentive |
| Attentive | Knowledgeable | Efficient | Thankful | Accountable | Relevant |
| Clear | Committed | Realliable | | Skilled | Understood |
| Welcoming | Consistent | Ethical | | Safe | Specific |
| Non Judgemental | Upto Date | Competent | | Mindful of Cost | Aware |
| Vigilant | Progressive | Inclusive | | Mindful of Expectations | Thankful |
| On the Ball | Present | Accurate | | | |
| Sensitive | Caring | Vigilant | | | |
| Concerned | Realliable | Team Player | | | |
| | Accurate | Consistent | | | |
| | Safe | Excellent | | | |
| | | Passionate | | | |

Back to Basics in Use



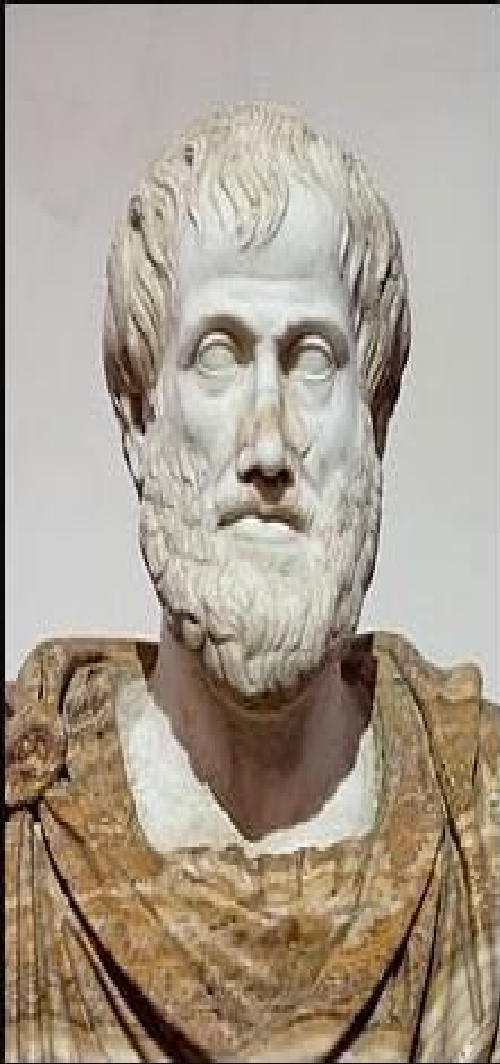
Clinical Audit



Child Protection Focus



In summary.....



We are what we repeatedly do. Excellence, then, is
not an act, but a habit.

(Aristotle)