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University Health Board



Quality, Safety and Experience Committee
Tuesday 8 April 2024

Situation: National Safe Care Collaborative



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- All NHS Organisations across Wales invited to join the Collaborative in June 2023

The Safe Care Partnership aims to support organisations to achieve safe, reliable and effective care in NHS Wales. The Safe Care Partnership builds upon existing patient safety work and improvement capability within Wales and provides the opportunity to strengthen and accelerate this. It focuses on sustainability and leaving a legacy of on-going collaboration and learning between health boards and trusts

- Following Foundational site visits by IHI and Improvement Cymru in November 2022 four collaborative work streams identified

1. **Leadership for patient safety improvement** - Working together to support development of the culture and learning system within each health system and across NHS Wales and ensuring that the whole system is working towards common and well aligned goals.

2. **Safe and effective community care** - Keeping people safe care in community settings through prevention of deterioration and appropriate response to acute health care needs is achieved.

3. **Safe and effective ambulatory care** - Keeping people safe in the ambulatory care environment, preventing hospital admissions and treating acute care needs in the most appropriate settings.

4. **Safe and effective acute care** - Keeping people safe in hospital, ensuring that structures and processes are robust in response to acute deterioration or concern

- Collaborative structure from November 2022 – May 2024

- Leadership for Patient Safety Improvement training
- Coach development
- 5 national in person Learning Sessions
- Action Period Calls
- Celebration Event – May 2024

Background : Health Board Response/ Engagement



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- **Patient Safety Leadership Team**
 - 11 senior leaders attended training
 - Support to circa 40 operational & Improvement teams to undertake self- assessment against IHI Safe, Effective and Reliable Care Framework
 - Work underway on leadership for implementation of Fragile Services Framework
- **Connection of Collaborative to Transforming Urgent and Emergency Care**
 - Decision to link engagement in collaborative to the Six for Urgent and Emergency Care taken at the outset of the collaborative, unique to Hywel Dda
- **40 + staff engaged in Clinical workstreams from across the Health Board**
 - 8 projects identified by operational teams across all 3 Clinical Workstreams
 - Improvement Coach support and development
 - Consistent attendance at all learning sets
 - Engagement and reporting at all action period calls
- **Health Board Investment In Quality Improvement Evident**
 - **Contribution at Learning Events**
 - Presentations at all 5 events
 - Consistent representation
 - Staff Experience Videos
 - **Improvement Coach Development**
 - All 8 projects maintained throughout the collaborative
 - Project progression maximised through EQiP programme
 - Level and consistency of reporting
 - Knowledge sharing
 - Use of Teulu Jones Family to aid communication of project aims and outcomes



Community Care

1. Alternative pathways for WAST- Ceredigion
2. Improvements in Palliative Care Communication- Carmarthenshire

TUEC POLICY Goals 1 & 2

Ambulatory Care

1. Acute oncology admissions in SDEC- WGH
2. Borderline Criteria Patients in SDEC- GGH
3. Frailty Matters-GGH

TUEC Policy Goals 3 & 4

Acute Care

1. Hydration and fluid balance- BGH
2. Right patient, right place , right care, first time- GGH
3. Talk News-WGH

TUEC Policy Goals 5 & 6



Galluogi Gwella Ansawdd yn Ymarferol
Enabling Quality Improvement in Practice

Evaluation of Benefits of engagement in the collaborative

- Opportunity for 40 staff members of staff to spend dedicated time at Learning Events on improvement (supported by Improvement Cymru funding)
- Networking and shared learning with colleagues from across Wales
- Recognition of Health Board investment and commitment to Quality Improvement at a national level
- EQliP programme
 - Improvement Coach Development
 - QIST Team Co-ordination of engagement in the Collaborative
- Questionable if technical skills in improvement were enhanced from engagement in the Collaborative
- Improvement in ability to report and communicate Health Board improvement skills and activities at a national level
- Increased engagement of Health Board senior leaders in patient safety through creation of Patient Safety Leadership Team
- Introduction to IHI Safe, Effective & Reliable Care Framework provided a useable tool for increasing focus on patient safety



Two of the project teams will present their projects and experience of the collaborative in person to the Committee

- **Right patient, right place , right care, first time**
Nerys Lewis, Senior Nurse Manager, A&E, Glangwili Hospital
Clara Barnes, Improvement Practitioner and Project Coach
- **Acute Oncology Admissions to SDEC**
Bry Phillips, Senior Nurse Manager Oncology
Emma Phillips, Improvement Practitioner and Project Coach

A poster will be displayed at the meeting depicting all 8 Projects

A short video will also be played produced by Improvement Cymru of the Health Board's staff engagement in the Collaborative



The committee is asked to :

- Receive assurance from the presentation of the Health Boards contribution to the National Safe Care Collaborative
- Acknowledge the alignment of the projects to the national and local priority of the Six Goals for Urgent and Emergency Care and
- Note the outcomes in terms of patient and staff well-being from the staff stories
- Recognise the opportunity this approach has provided in using engagement in the collaborative to contribute to other priorities i.e us of the Safe Reliable and Effective Care and Fragile Services Framework



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