

# High Quality Care The Medical Manager's Perspective What does High Quality Care look like?

Dr Valsraj

Consultant Psychiatrist & Associate Clinical Director  
East London NHS Foundation Trust, City & Hackney Directorate  
Hon. Clinical Senior Lecturer  
Barts and The London School of Medicine and Dentistry  
Queen Mary University of London  
[koravangattu.valsraj@eastlondon.nhs.uk](mailto:koravangattu.valsraj@eastlondon.nhs.uk)

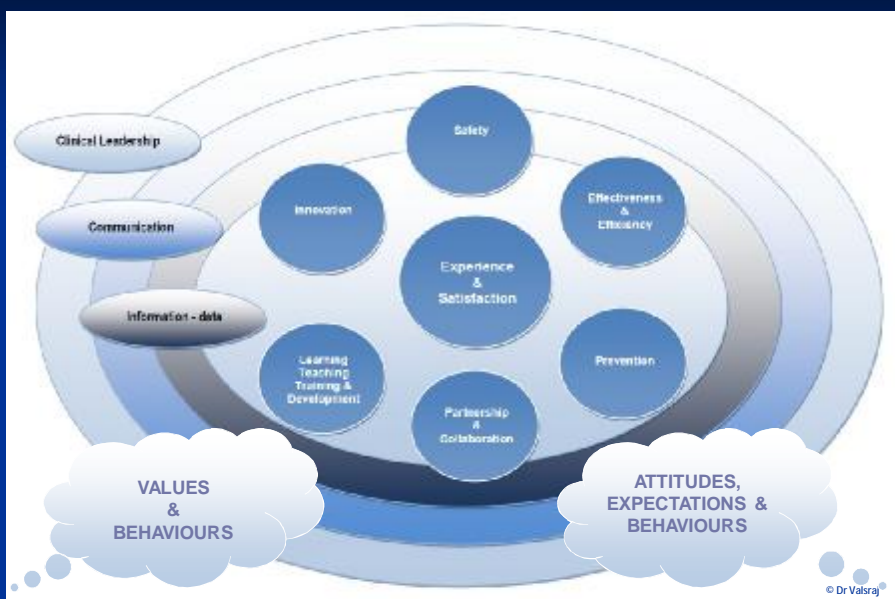
Split Panel Lecture at NAPICU Conference – Manchester 6<sup>th</sup> Sept 2012

## Scope of this Presentation

- n Framework – Personal Perspective
- n The Underpinning factor – Experience/Satisfaction?
- n Whose Experience ?
- n The Drivers
- n Metrics
- n Translational Leadership
- n Discussion

## Personal Perspectives/ Reflections

### Where does High Quality in Healthcare begin?



**Is Experience the underpinning factor?**



Experience  
&  
Satisfaction

**Whose Experience/ Satisfaction?**



Patients  
Carers  
Staff  
&  
Stakeholders

## Drivers for Improving Experience

- n Safety
- n Prevention
- n Effectiveness
- n Partnership and Collaboration
- n Learning, Teaching, Training & Development
- n Innovation

## Improvement – Is a Continuum

How is this possible?

- n Information Systems/Data
- n Communication
- n Clinical Leadership
- n Translational Leadership

**Visible Leadership  
Values and Behaviours**

**Improvement should be seen as a continuous ongoing process**

## **The Solution -Performance Indicators?**

**Performance Feedback – Both  
Helpful and Essential**

**However, the answer to quality in  
health care is not ‘just’  
Performance Data**

## **The Metrics**

- n Agree on what is important to enable improvement
- n Choose a limited set of indicators
- n Agree priorities for delivery
- n Accurate measurement & feedback
- n Learn from the activity & adapt if required
- n Be involved – Stay involved

**It can sometimes be difficult to agree on Outcome Measures  
The CQUINs**

# Translational Leadership



## NHS Improvement – QIPP Delivering Quality Efficiently

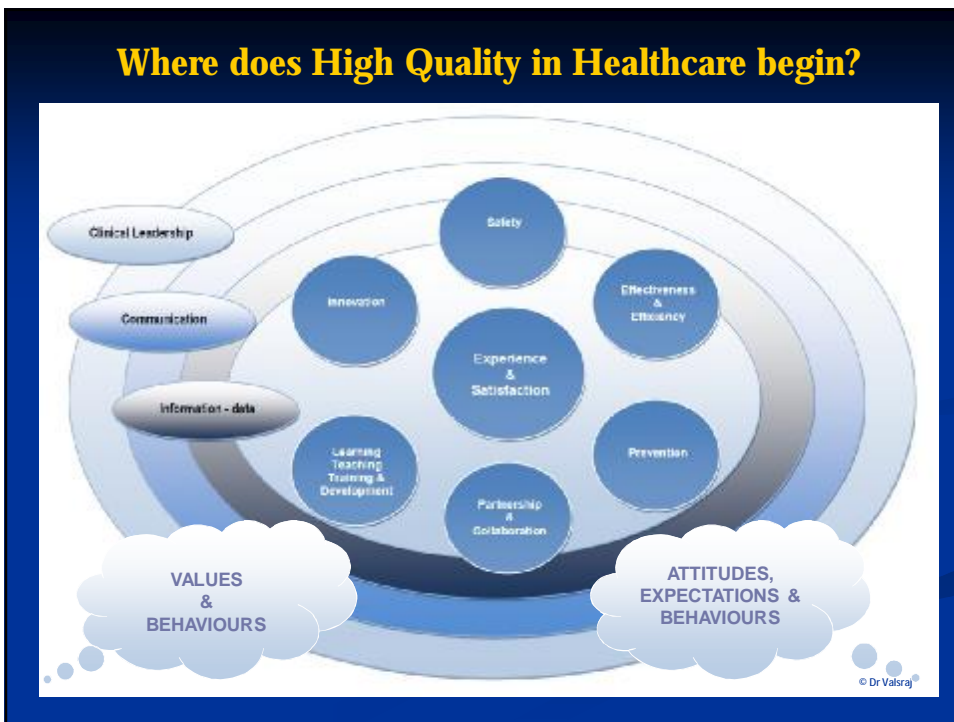


[www.improvement.nhs.uk/qipp](http://www.improvement.nhs.uk/qipp)

**Visible Leadership**

**Values and Behaviours**

**Reputation**





# Discussion

Thank you