

PICU/LSU: Leading the pursuit of Clinical Quality

What does Quality mean to the MDT? – a Psychiatrists' Perspective

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**Quality means
doing it right
when no one is
looking.**

Henry Ford

"QUALITY"
is remembered long after
the price is forgotten.

GUCCI

**Aspirational,
Achievable,
Realistic goals.
Negotiated
and
Agreed**

Dr David
Vaughan



Whatever he says
it is in terms of a
measurement



Negotiated and Agreed Goals

Achievable

Realistic

Aspirational





Negotiated and Agreed Goals

**Goals for what?
Negotiated by whom?
Apply to what?
Met by whom and how?**

- patients must be at the heart of everything we do

*- the NHS must be focused on achieving continuously **improving outcomes** for patients*

- we must empower clinicians

Jeremy Hunt:

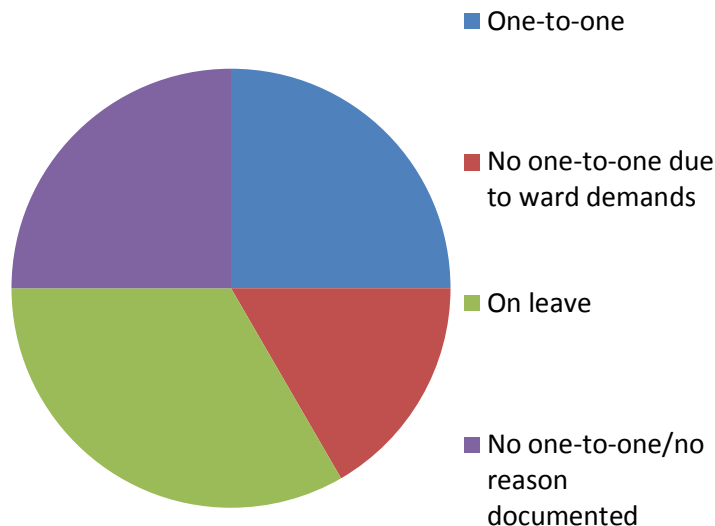
*'A shared ambition to **improve outcomes**'*





What is 'best practice'?

- Woodlands Council meeting (2013)
 - Forum involving service users and relatives
 - Asked what constituted best practice:
 - 1:1 contact with healthcare professionals
 - Healthcare providers easily identifiable (i.e. ID badge)

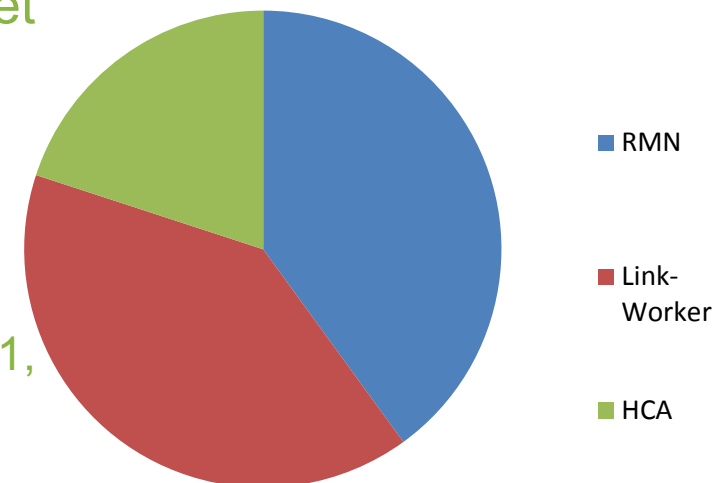


Not meeting daily 1:1 target

What are the barriers?

- Staff numbers
- Documentation/awareness
- Ward priorities

Actively offer daily 'framed' 1:1, or explain to patient why not possible - documentation





Different types of patients need Different types of care

Stage 1 – Case Review

what is needed by the patient

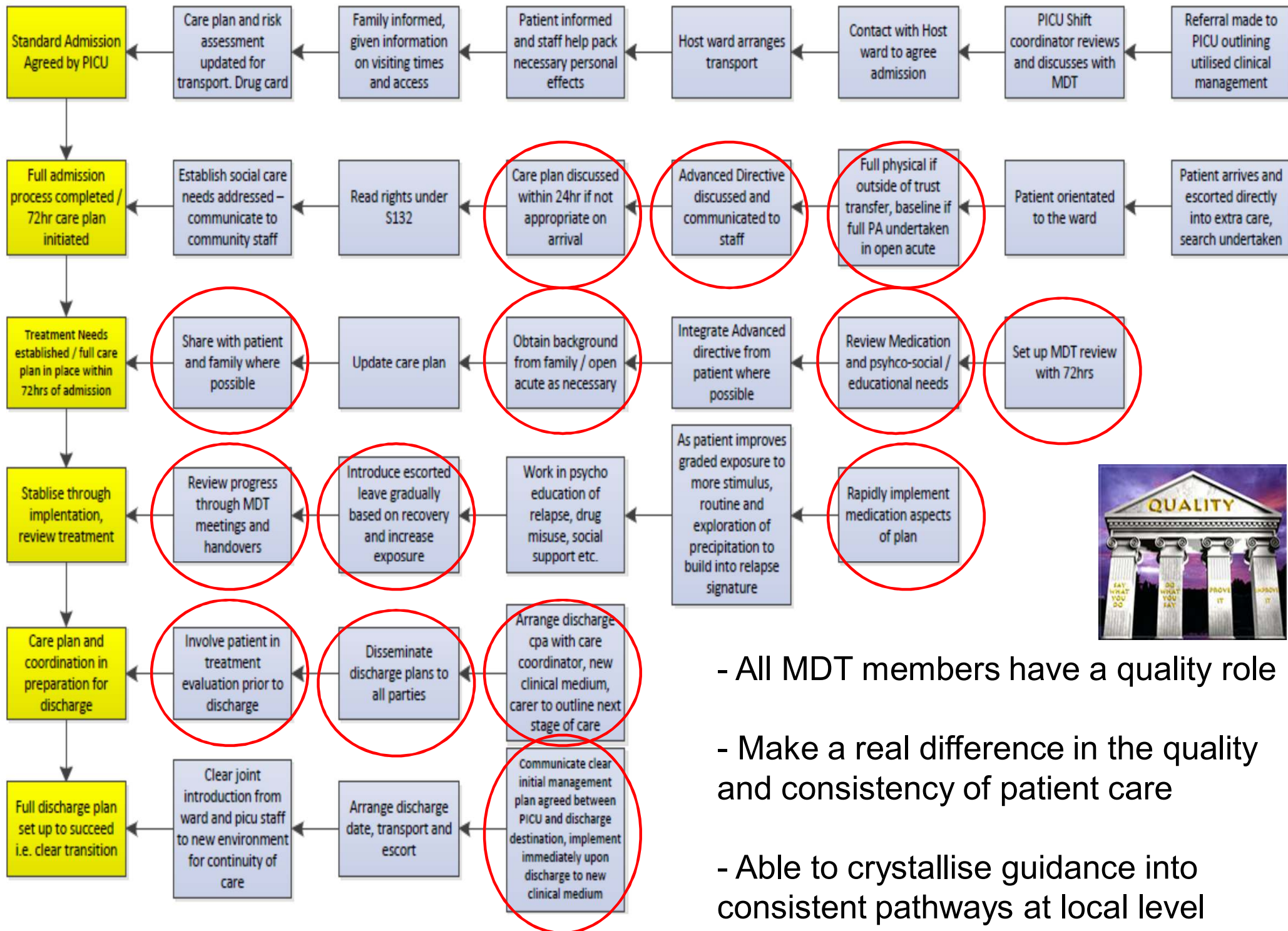
Stage 2 – Agree the steps

necessary to meet those needs

Stage 3 – Follow the steps

and manage

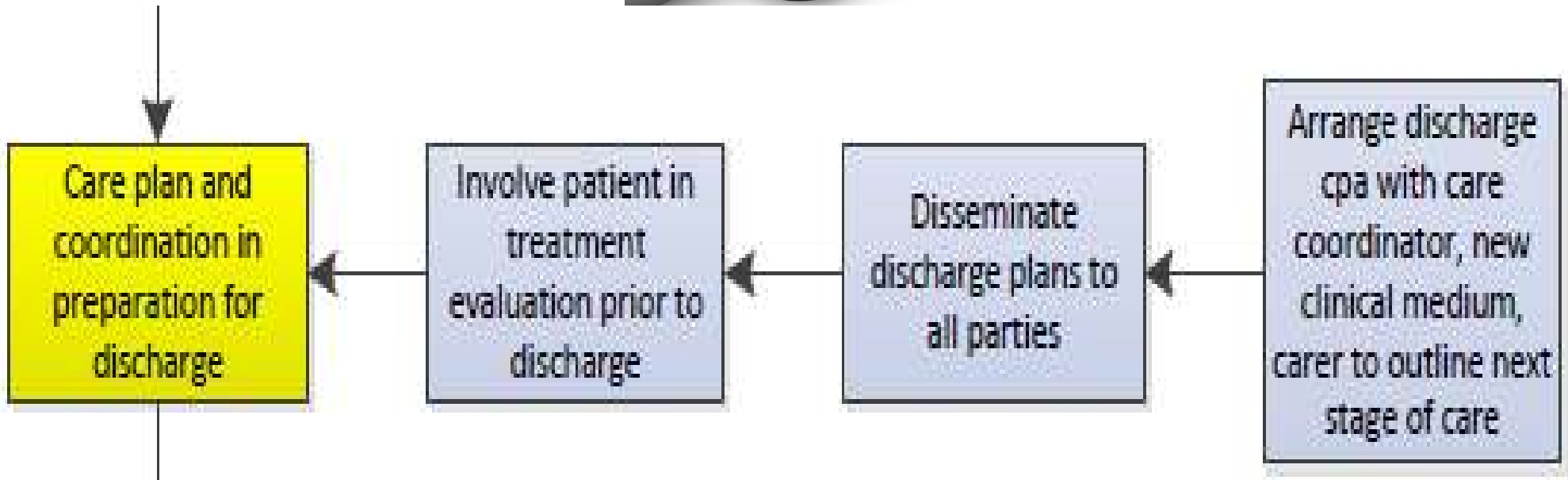




- All MDT members have a quality role
- Make a real difference in the quality and consistency of patient care
- Able to crystallise guidance into consistent pathways at local level



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