



## Improving, Learning, Assuring

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### Description

Excellence in Care (EiC), forms part of the Scottish Government's response to the Vale of Leven Hospital Inquiry Report which identified serious systemic failings in the provision of patient care.

EiC covers nursing and midwifery in all hospitals and community services, from A&E to mental health, care of older people to children's services. It contributes to a national Quality Management Approach and vision that all NHS Boards will have consistent, robust processes and systems for measuring, assuring and reporting on the quality of nursing and midwifery care and practice. EiC will inform quality of care reviews at national and local level, drive improvement and support the Scottish Patient Safety Programme.

### Aim

Develop and implement a national Care Assurance and Improvement Resource (CAIR) for Nursing and Midwifery in NHS Scotland by April 2020.

### Actions Taken

- National multi-agency, co-production approach, involvement of patients and families in the Programme Board
- Development of Care Assurance and Improvement Resource (CAIR) dashboard – a “once for NHS Scotland” system wide approach
- Agreement of a set of core and nursing and midwifery family specific quality indicators
- Development of lead level QI capacity and capability in NHS Boards

### Quality Management Approach



Healthcare Improvement Scotland

### What Excellence in Care Means to Patients and their Families

*“There are 2 things that have stood out for me in the excellence for care work:*

*Firstly, the feeling of nursing staff taking back their wards and becoming a caring profession again, moving away from the feeling of it being a business.*

*Secondly the feeling of partnership. The caring for our most vulnerable is only done properly if everyone is working together as a team (patient-family-medical staff)... Excellence in Care recognises the importance of this and is working towards true partnership between the three.”*

**Michelle McGinty – Patient and Family Rep**

### Summary of Results

- By 2019 to have in place a national set of core and nursing and midwifery family specific quality indicators that are operationally defined and can be measured over time
- Significant increase capacity and capability within Nursing and Midwifery to drive improvement across NHS Boards

### Next Steps

- Deliver Government Policy that is based on a Quality Management Approach
- Macro – micro level systems of engagement
- Develop learning and improvement mechanisms
- Nurture a culture of improvement in nursing and midwifery
- Secure wider public access to assurance and improvement data via CAIR dashboard
- Creating a culture of ‘joy in work’ and a positive impact on staff wellbeing

