

The Healthcare Quality Strategy for NHSScotland

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Document reference number	DHI+DDMMYY+doctype+000X <i>DHI080516S0005</i> <ul style="list-style-type: none"> ○ E = exploratory report ○ L = lab report ○ F = factory report ○ S = summary document ○ LR = literature review ○ RR = research report ○ MR = market research ○ MAP = mapping ○ V=video ○ O= other
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Publication date	8/5/2016
Revision date	
Revision number	

Purpose of document	Summarisation of documents of high importance for the Business Case
Project detail (delete row if appropriate)	(project name, project owner(s), dates, organisation(s) involved)
Other detail (delete row if appropriate)	

Related projects	Names and doc reference numbers
Keywords	Healthcare; Person-centered; Safe; Effective; beneficial partnerships; Share; Quality Infrastructure; Collaboration;

Name of Strategy:	The Healthcare Quality Strategy for NHSScotland
Date:	May 2010
URL:	http://www.gov.scot/Resource/Doc/311667/0098354.pdf
Key words:	Healthcare, Person-centered, Safe, Effective, beneficial partnerships, share, Quality Infrastructure, Collaboration
Why does this strategy exist? (what's the problem/opportunity this stems from)	The Quality strategy has been developed in build upon the considerable achievements of the years leading up to its publication. The current strategy will work contribute to the wider efforts of the Scottish Government to create sustainable economic growth and opportunities for the people of Scotland
Summary:	The Healthcare Quality Strategy aims to guide NHS Scotland towards delivering the highest quality healthcare services, and ensure that it is recognized as the best health care service in the world. The strategy outlines working with patients and staff to create the best possible care, that is easier to perform, and the progress of which can be measured.
Key goals and means to achieve them:	<p>The strategy is about:</p> <ul style="list-style-type: none"> - Putting people at the heart of our NHS. Listening to and using feedback to improve care. - Building on the values of those working in and with NHSS - Making Measureable improvement in the aspects of quality of care that patients, their families, and carers and health service providers see as important <p>The Strategy sets out three quality ambitions:</p> <ul style="list-style-type: none"> - Mutually beneficial partnerships between patients, families, and those delivering healthcare services that respect individual needs, and demonstrate compassion, clear communication and shared decision-making - There will be no avoidable harm to patients from the care they receive, an appropriate, safe and clean environment will be provided at all times. - The most appropriate treatments, supports and services will be used at the right time, and wasteful or harmful variations will be eliminated.

	<p>To implement the strategy NHS Scotland will:</p> <ul style="list-style-type: none"> - Build on NHSS's integrated delivery arrangements, encouraging system improvements through beneficial partnerships between patients and clinical staff - Continue to pursue the health improving activities already in action - Consolidate the work being performed across all strategies and initiatives that can support the Quality Strategy aims, and remove/scale-down those that don't - Create the necessary Governance, measures, and delivery structures across NHSS so interventions pursued are clearly and properly integrated - Communicate the message of NHSS's vision for healthcare quality, to engage everyone one in Scotland with the process. - Support Boards to share with each other their examples of quality healthcare, and pursue their local commitments - Set out the Quality Ambitions of NHSS, and regularly report on its progress - Work with all involved with the health service to create and sustain a culture where quality thrives and individual contributions are recognized and valued.
<p>Expected outcomes:</p>	<p>Patients should feel confident that their health service is safe, effective and responsive to their needs. The strategy will build upon the integrated approach to service planning and delivery already in place. People in Scotland will have:</p> <ul style="list-style-type: none"> - The opportunity to comment on their experience and its impact on their quality of life - An assurance that NHSScotland services will be further improved based off of feedback - Support to engage in shared decision-making about their care - A Guarantee that their NHS Board will prioritise quality in its agenda
<p>Key quotes:</p>	<p>"The next 20 years will see an ageing population, a continuing shift in the pattern of disease towards long-term conditions, and growing numbers of older people with "multiple conditions and complex needs and the impact of this on them and their immediate carers. There will be more older family carers - many of whom will have their own health needs. These demographic changes and associated shifts in the pattern of ill-health will increase the demands on the whole healthcare system"</p>

	<p>“The ultimate aim of our Quality Strategy is to deliver the highest quality healthcare services to people in Scotland, and through this to ensure that NHSScotland is recognised by the people of Scotland as amongst the best in the world.”</p>
<p>Parent/child document (of what)?</p>	<p>Better Health, Better Care Action Plan (2007): http://www.gov.scot/Resource/Doc/206458/0054871.pdf</p>