CREATING THE CONDITIONS TO IMPROVE QUALITY OF HEALTH AND CARE
WHAT THIS MEANS FOR FRONTLINE TEAMS
WORKING DRAFT 1

Boards should ensure:	Which requires:	Which means doing the following[1]:
Organisational commitment to quality	Clear vision and purpose	• Recognise how quality improvement fits in with the organisation's values and strategies.
	Quality focussed leadership and organisational culture	• Recognise that everyone has a voice in relation to quality and quality improvement. • Be transparent about how team is performing and take corrective action when needed
	A focus on people and communities	• Ensure staff have internal and external customer focus • Have regular ways to listen to staff and service users experience
Continuous planning for quality	Focus on the needs and assets of the population	• Engage with and understand needs and expectations for users of health and care services
	Identification of factors/issues highlighted through quality control and assurance systems	• Effective use of quantitative and qualitative data to inform quality planning • Enlisting appropriate subject matter and improvement expertise to explore the data • Developing plans linked to identified priorities
	Co-designed and co-produced appropriate interventions	• Input ideas on how to deliver quality services • Engage with people using the services to
	Alignment with strategic direction and priorities	• Contribute to improvement teams that contribute to the larger aims of the service and organisation • Contribute to identifying potential areas where care, systems or services can be improved
	Clear strategy for deployment which is adequately resourced	• Help team find time and space to improve the service • Identify barriers and escalate if necessary
	Value-based Quality Ambitions	• Contribute to process mapping and removing defects and waste from processes of daily work
Systematic approaches to maintain and improve quality	Mechanisms to maintain quality and know when it slips - Quality Control	• Monitor how the team is performing • Take initiative to raise and solve problems on a daily basis • Ensure daily practice meets agreed standards or justify when it departs from these
	Appropriate methods to deliver Quality Improvements	• Ensure continuous improvement is embedded in all aspects of service delivery, identifying system failures and receiving assurances of remediation action
	Methods to Independently check the Quality - Quality Assurance	• Participate in assurance activities such as audit, inspection and learning lessons

[1] Based on Blueprint for Good Governance

Boards should ensure:	By ensuring they have:	Which means doing the following[2]:
Effective Quality Infrastructures	A Measurement System that enables learning	• Contribute to planning, data collection, data analysis/ interpretation and action
	A Learning System that connects people	• Reflect on own contribution to improving quality as a member of a group or team
	A Governance Framework	• Recognise own role and responsibilities in improving quality
	A Communication and Engagement Plan	• Talk to colleagues about the results and implications of quality improvement projects
	A Capacity and Capability Building Plan	• Engage in learning opportunities in all aspects of quality management

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[2] Based on Blueprint for Good Governance