

Opportunities for intercollegial and cross-border accreditation of clinical services

Roland Valori

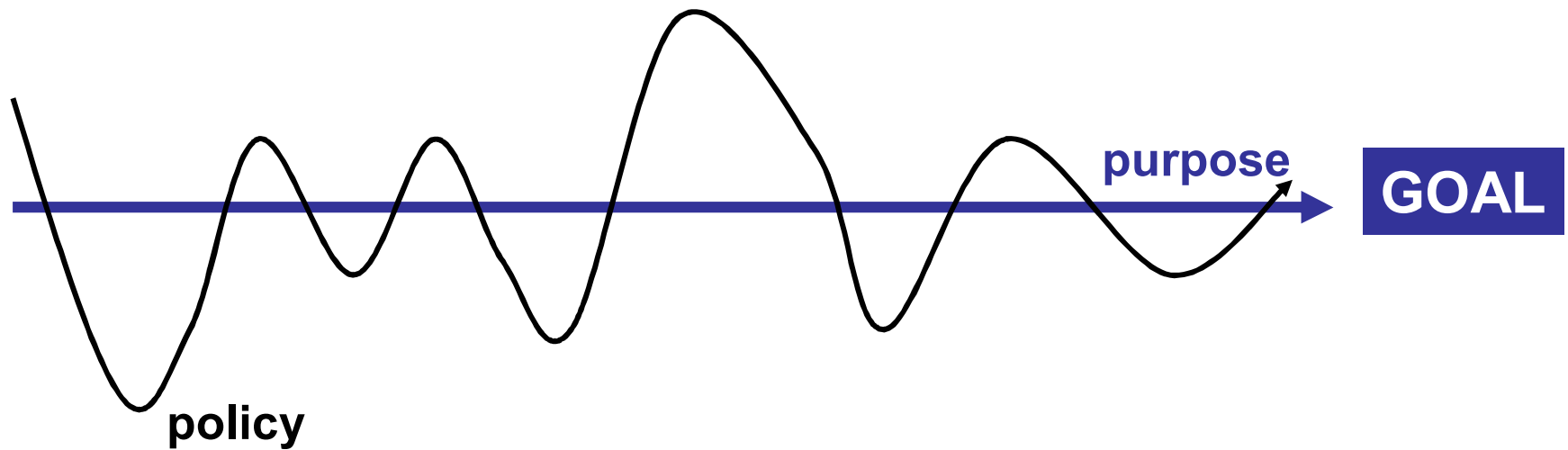
Gastroenterologist

National Clinical Director for Endoscopy

Clinical Director for Accreditation, RCP

September 2012

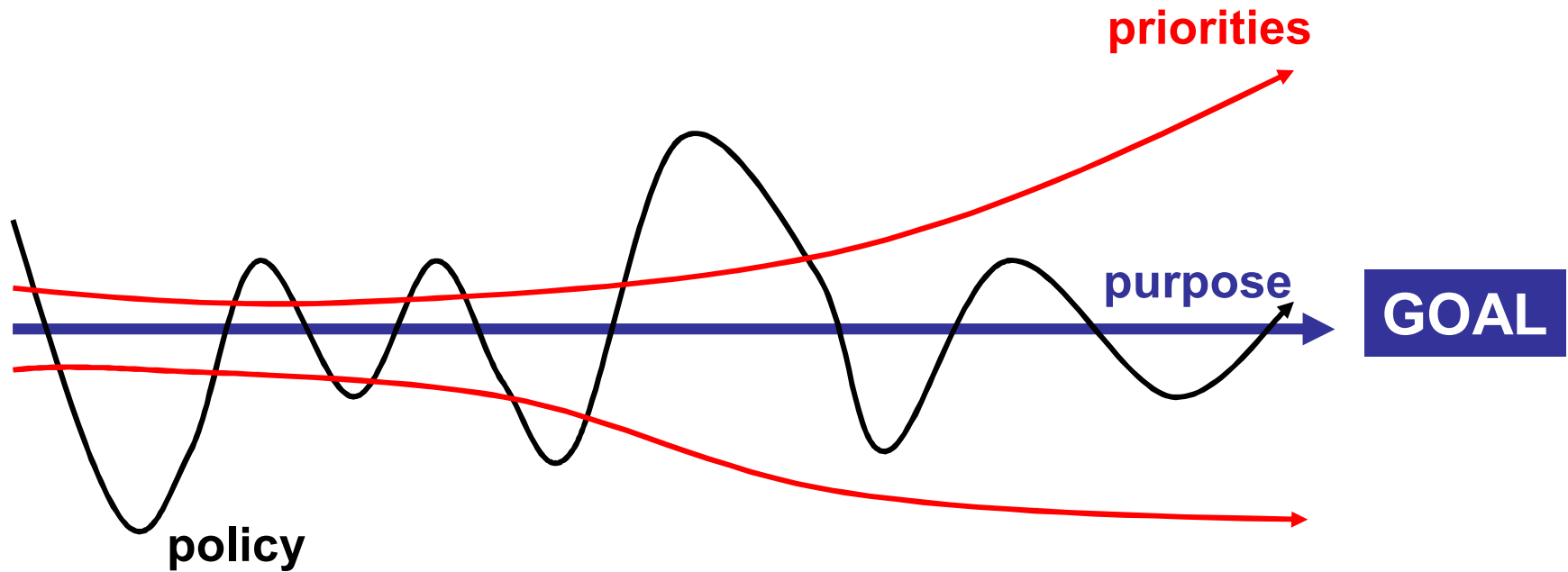
Purpose, Policy and Priorities



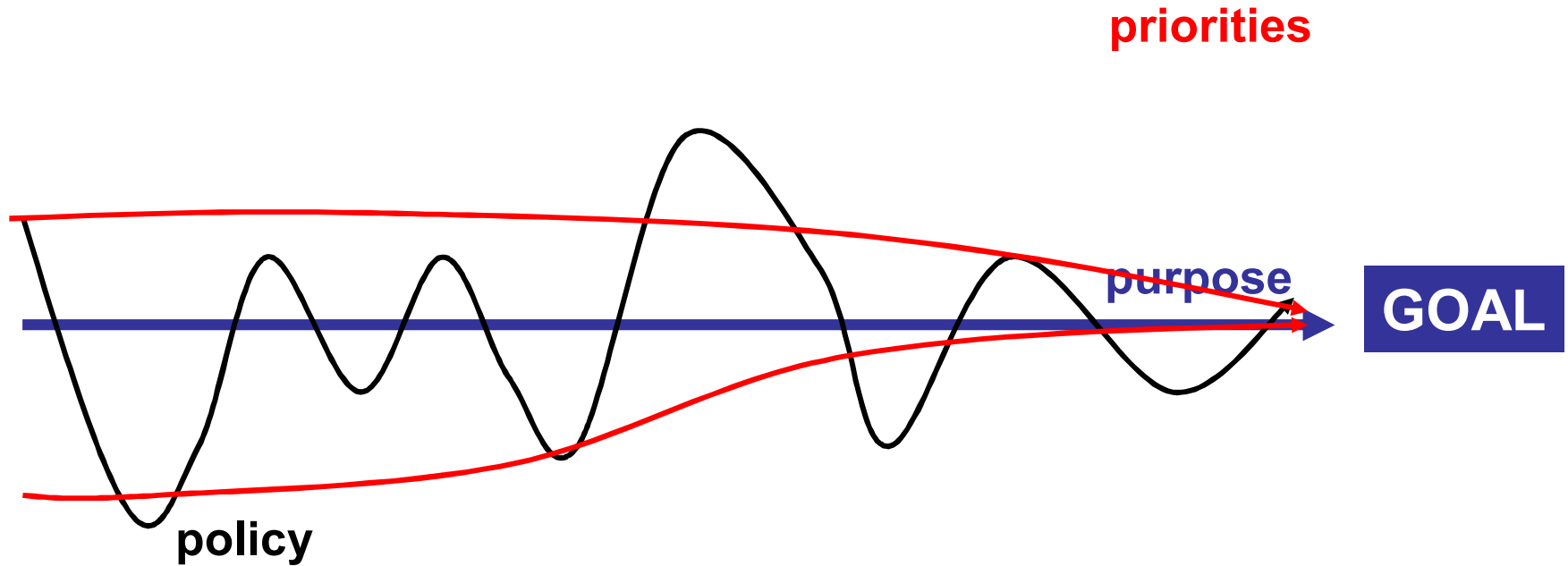
Current policy scene

- Outcome-based commissioning
- Patient centred care
- Informed choice
- Clinical leadership
- Value for money
- Subsidiarity
- Less interference from government

Purpose, Policy and Priorities



Purpose, Policy and Priorities

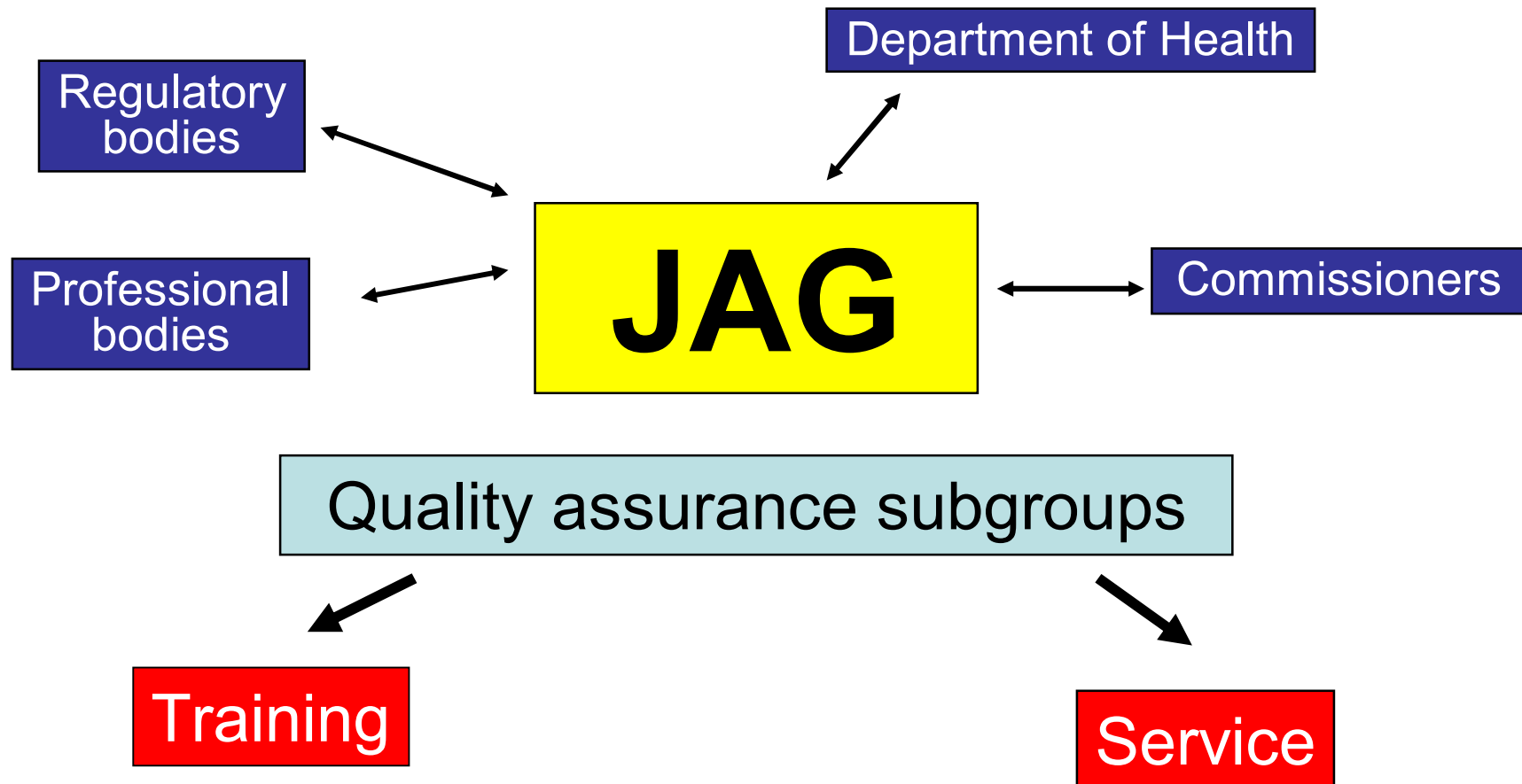


The JAG - Joint Advisory Group on Gastrointestinal Endoscopy

- Members represent
 - Patients
 - Gastroenterologists
 - Colorectal surgeons
 - Upper GI surgeons
 - Thoracic surgeons
 - Radiologists
 - Paediatricians
 - Nurses
 - General Practitioners
- Others
 - Royal Colleges of Physicians
 - Royal College of Surgeons
 - Royal College of Nursing
 - Various training committees

www.thejag.org.uk

Quality assurance governance structure



Patient-centred standards

- endoscopy Global Rating Scale (GRS)

1. Clinical quality	2. Quality of the patient experience
1. Information/consent	1. Equality of access
2. Safety	2. Timeliness
3. Comfort	3. Choose and book
4. Quality	4. Privacy and dignity
5. Appropriateness	5. Aftercare
6. Results to referrer	6. Patient feedback

CAG endoscopy consensus guidelines. Can J Gastrol; 2012;26:17-31

Four domains of the GRS

1. Clinical quality	2. Quality of the patient experience
<ul style="list-style-type: none"> 1. Information/consent 2. Safety 3. Comfort 4. Quality 5. Appropriateness 6. Results to referrer 	<ul style="list-style-type: none"> 1. Equality of access 2. Timeliness 3. Choose and book 4. Privacy and dignity 5. Aftercare 6. Patient feedback
3. Workforce	4. Training
<ul style="list-style-type: none"> 1. Skill mix review and recruitment 2. Orientation and training 3. Assessment and appraisal 4. Staff are cared for 5. Staff are listened to 	<ul style="list-style-type: none"> 1. Environment and opportunity 2. Endoscopy trainers 3. Assessment and appraisal 4. Equipment and materials

Each item has 4 levels

Inadequate	D	Minimal achievement	
Basic	C	Reactive	
Good	B	Proactive	
Excellent	A	Outward looking	

Level B is the current standard

1-4 measures define each level



Service improvement tool

- GRS is an on-line check list :
 - >200 measures in 21 items in four domains
- It provides a ***framework*** on which to prioritise tasks

Doctor response to the GRS

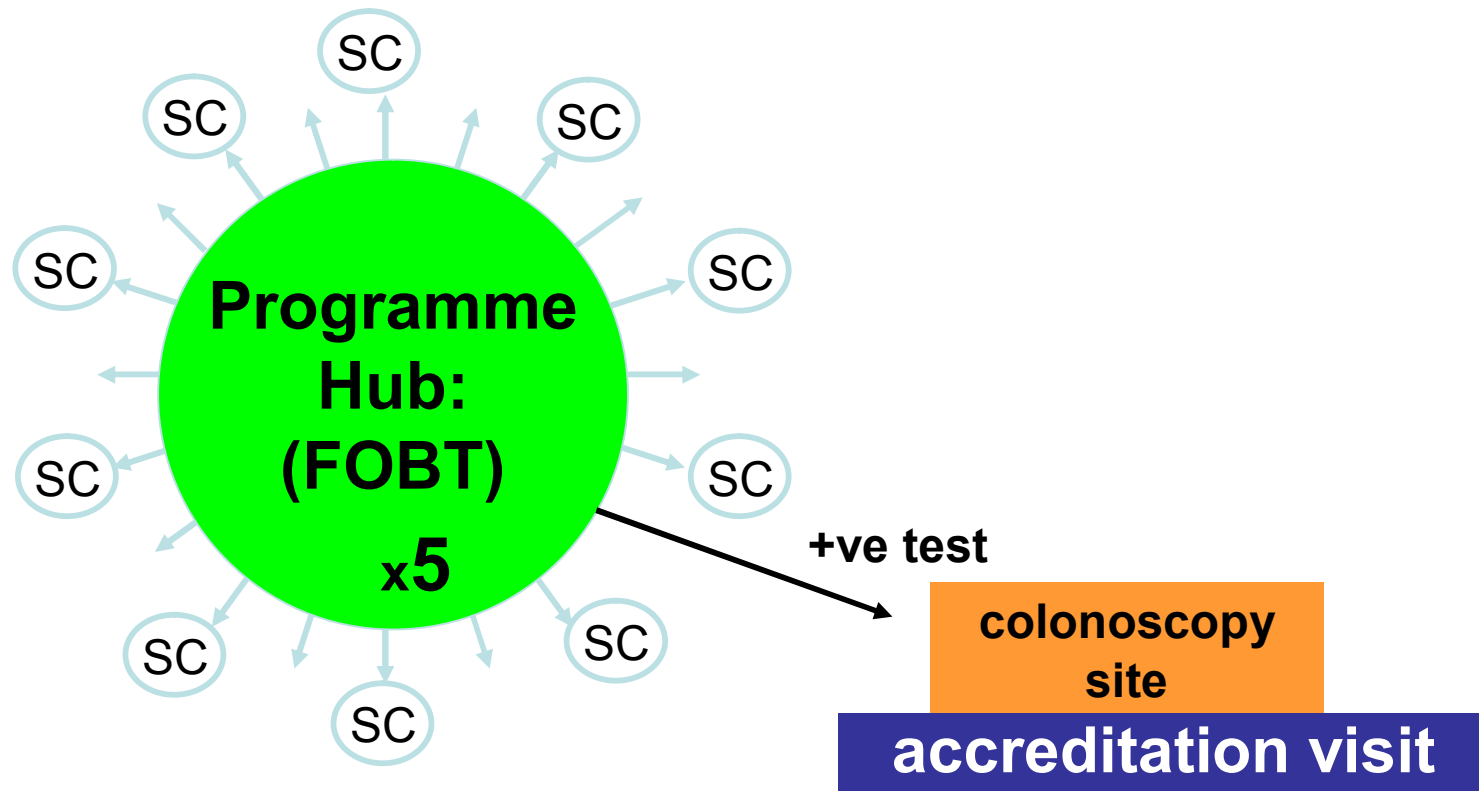
“When I first saw the GRS I have to be honest and say that I printed it, read it, ripped it up and chucked it in the bin.

I had no intentions of ever doing anything with it. Slowly I saw what was going on around me and I had another look.

I now truly believe that its been the single most important thing that has helped us to improve our service. I feel somewhat embarrassed at my initial reaction.”

Endoscopy Unit Clinical Lead

Bowel cancer screening programme



Accreditation visits

- Peer review process
 - three assessors, usually takes a day
- Assess training, workforce and service delivery
- Accreditation based on a validated GRS scores for all four domains:
 - A for timeliness (< 6 weeks)
 - B for all other items

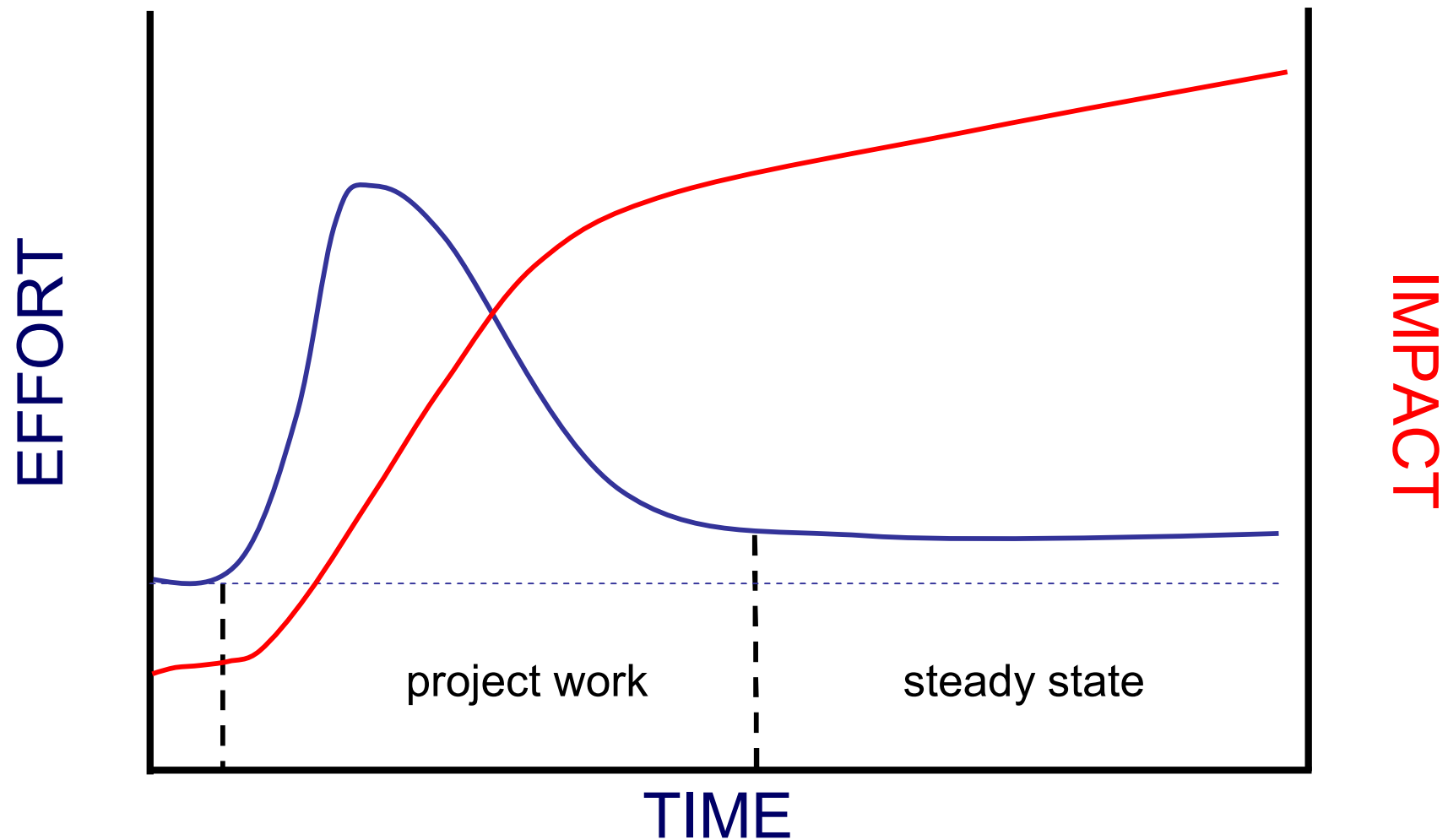
Acute sector accreditation:

- peer review visit

Total	Visited	Passed	Deferred	Fail
209	187 (89%)	148	37	2

The accreditation process is being extended to community and independent providers

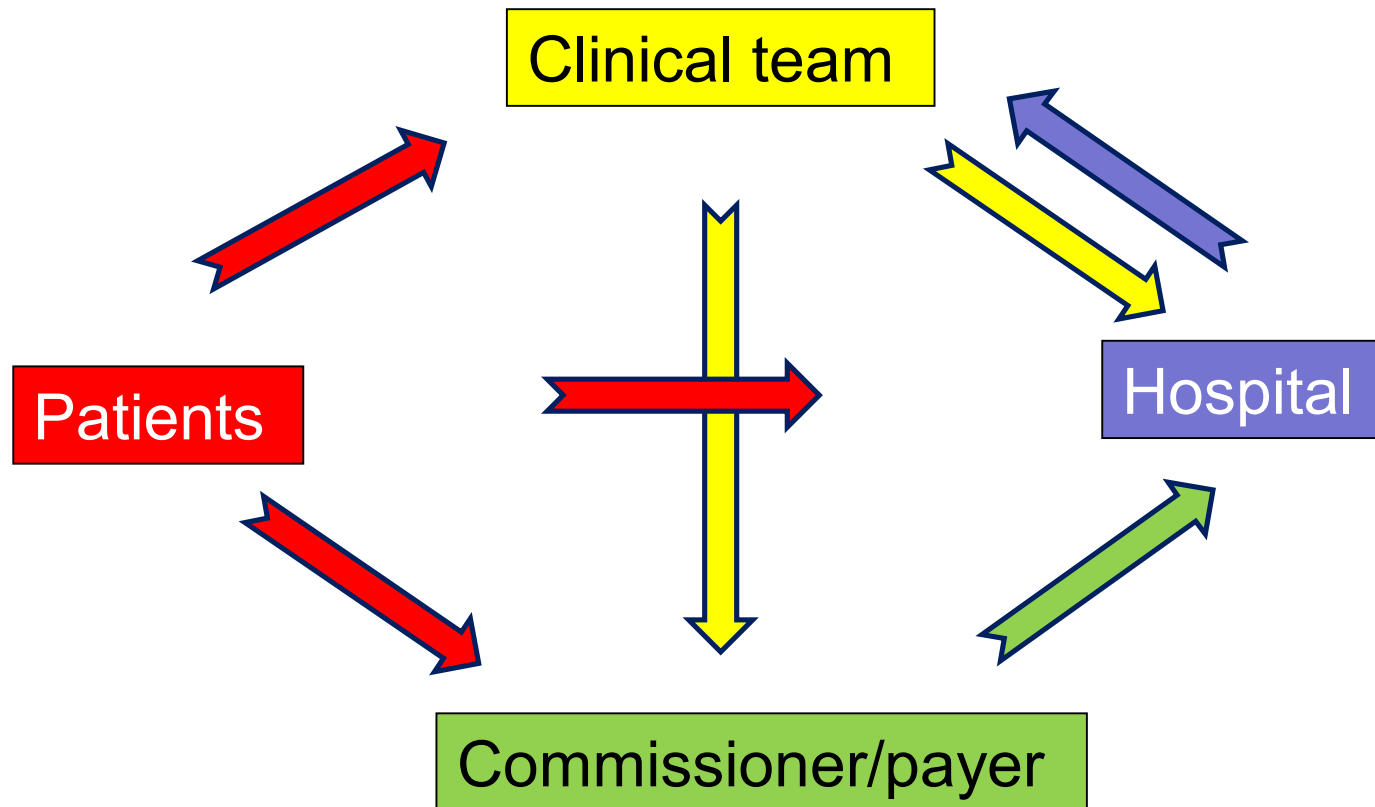
Improving quality - effort and impact



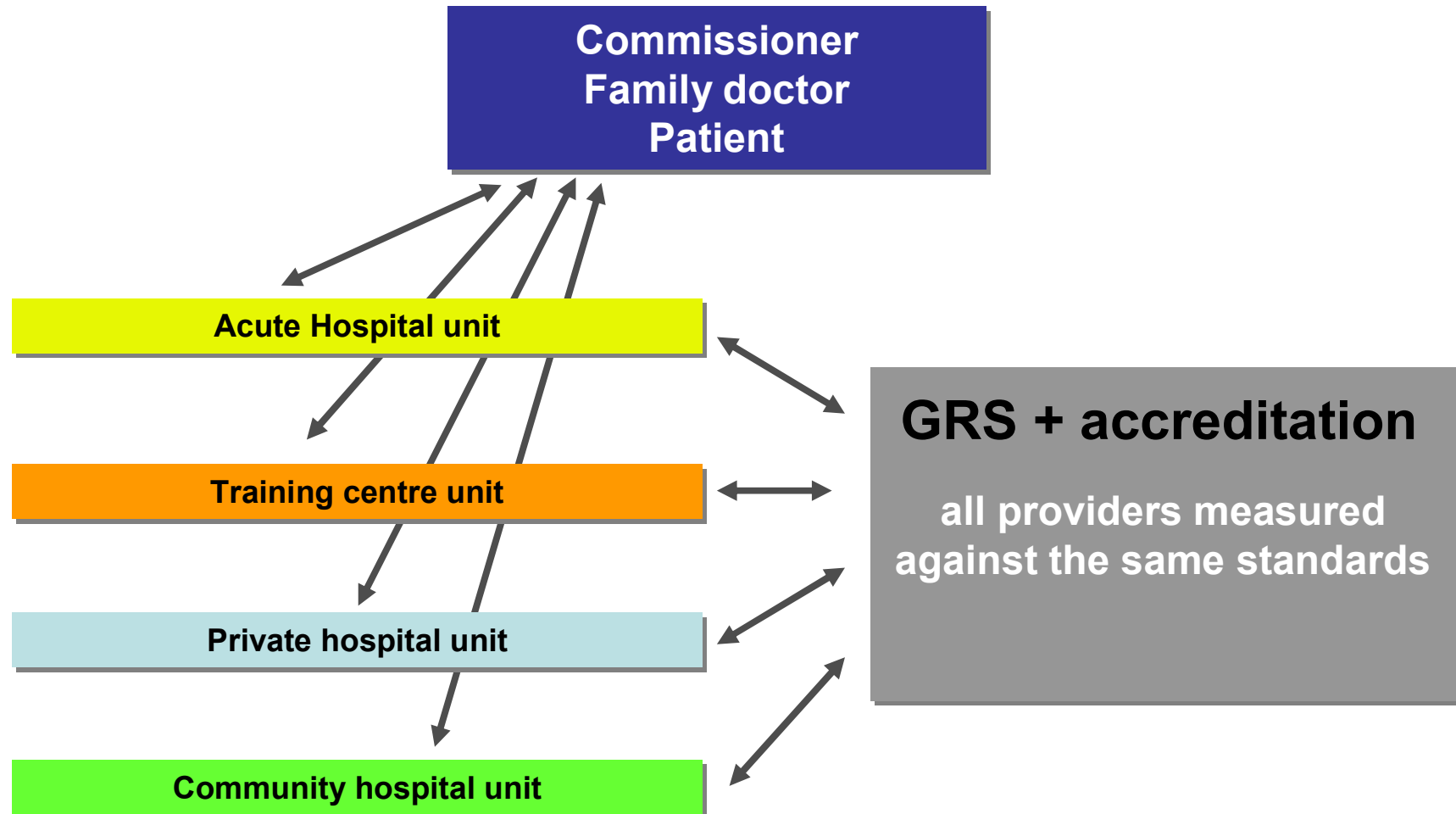
Levers to support accreditation

- Accreditation required for entry into screening programme but difficult to withdraw screening when accreditation lapses
- Other levers:
 - Recognition of training
 - Patient choice
 - CQC
 - Local levers
 - Licensing non-NHS providers
 - Tariff price
 - Other countries adopting the process

Local levers



Using the market to sustain and improve quality



International adoption and interest

GRS + Acc

- Ireland
- NZ
- Wales
- NI
- Scotland

Adapting GRS

- Canada
- Australia
- Holland

Interest in GRS

- Italy
- India
- (States)

Royal College of Physicians (RCP)

- Current schemes
- Future role
- Exploring methodology



Current schemes

- Endoscopy
- Occupational health (SEQOHS)
- Physiological diagnostics (with UKAS)
- Quality Mark for elder friendly wards (with RCPsych)
- (Allergy)

Future role of RCP in accreditation

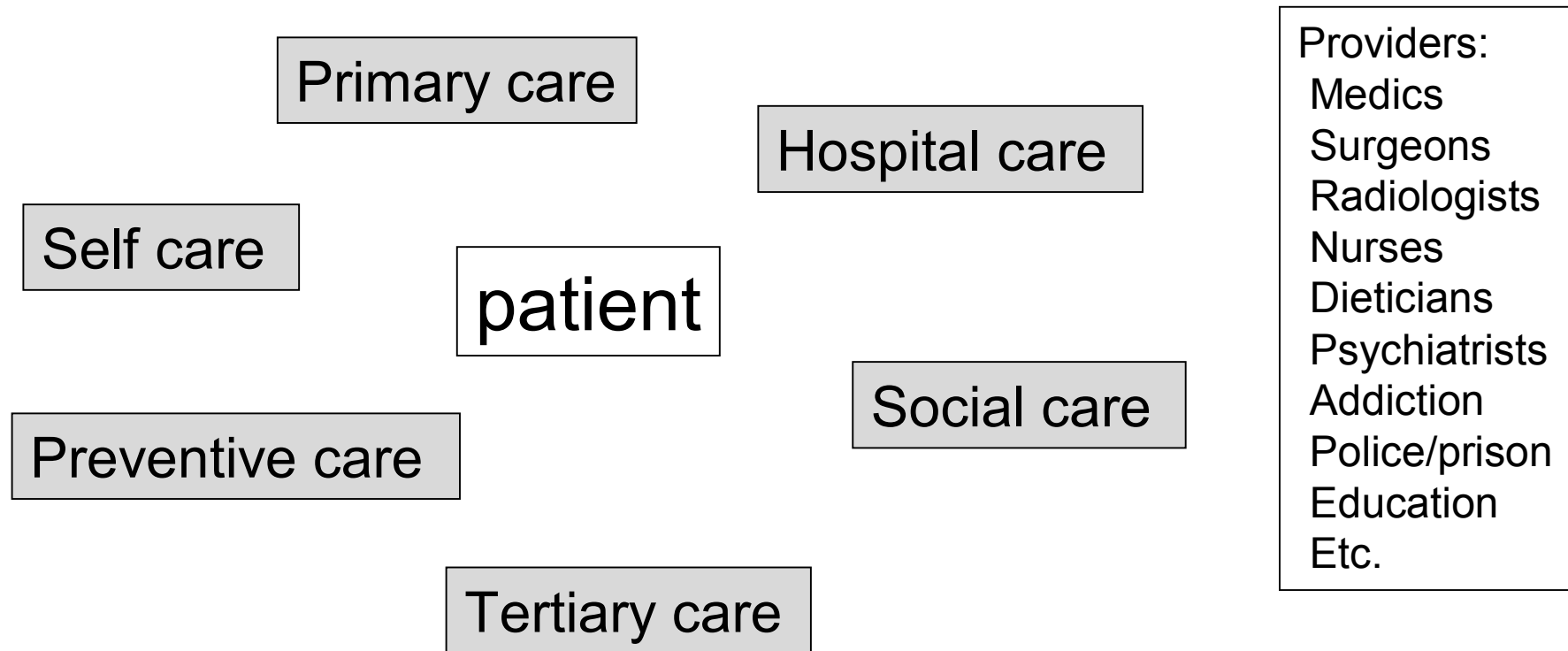
- Leading
 - the medical specialities
- Linking
 - with other colleges
- Lobbying
 - commissioners

Exploring methodology

- What should be accredited?
 - pathway, speciality, service, ward, hospital, etc.
- What are the boundaries
 - quality, safety and patient experience are ‘givens’
 - what about training, the workforce, uptake of innovation, research, prevention, productivity, etc.
- Should it inform revalidation?

Long term conditions (LTCs) highlight the issues

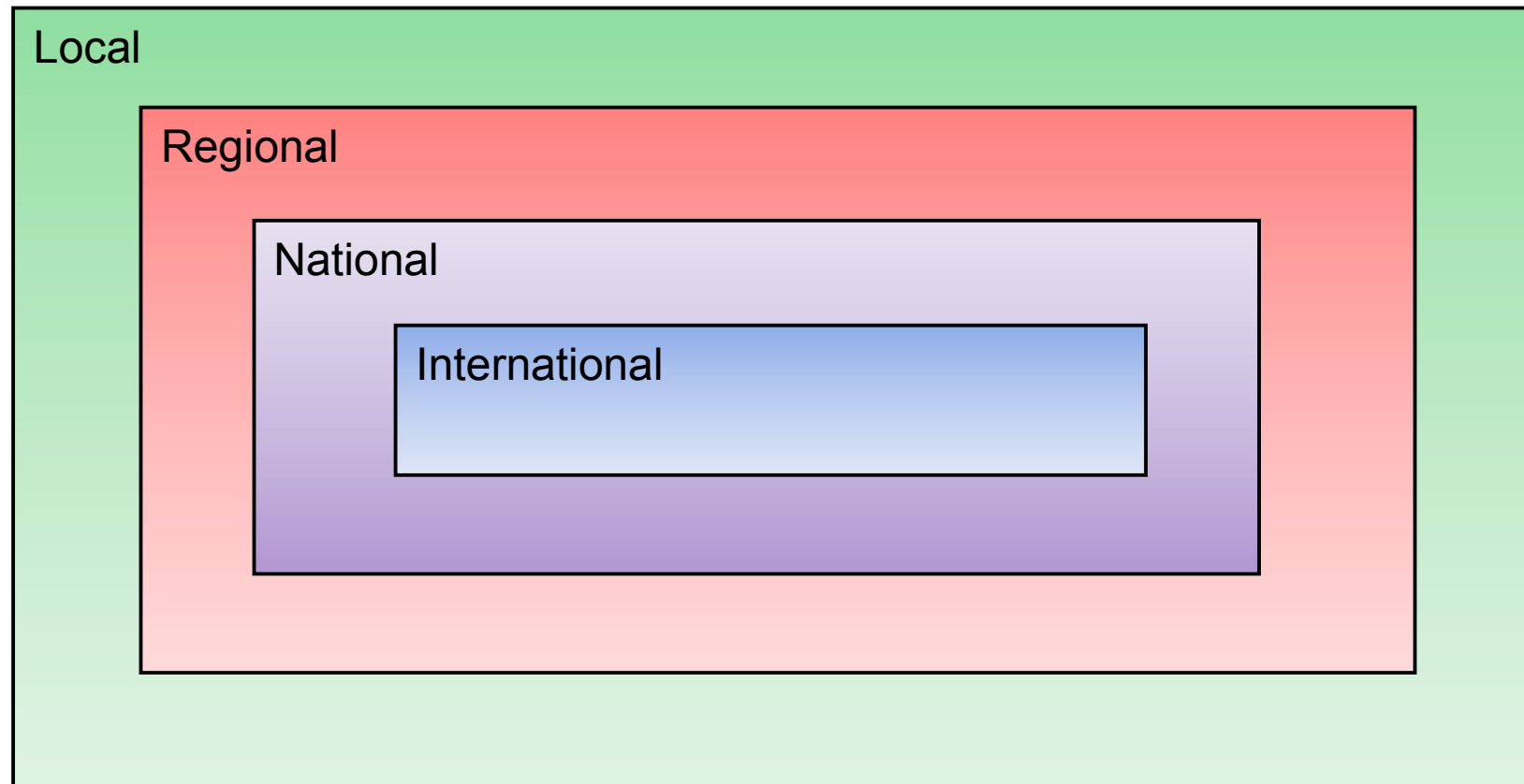
Patient focused standard setting - LTC



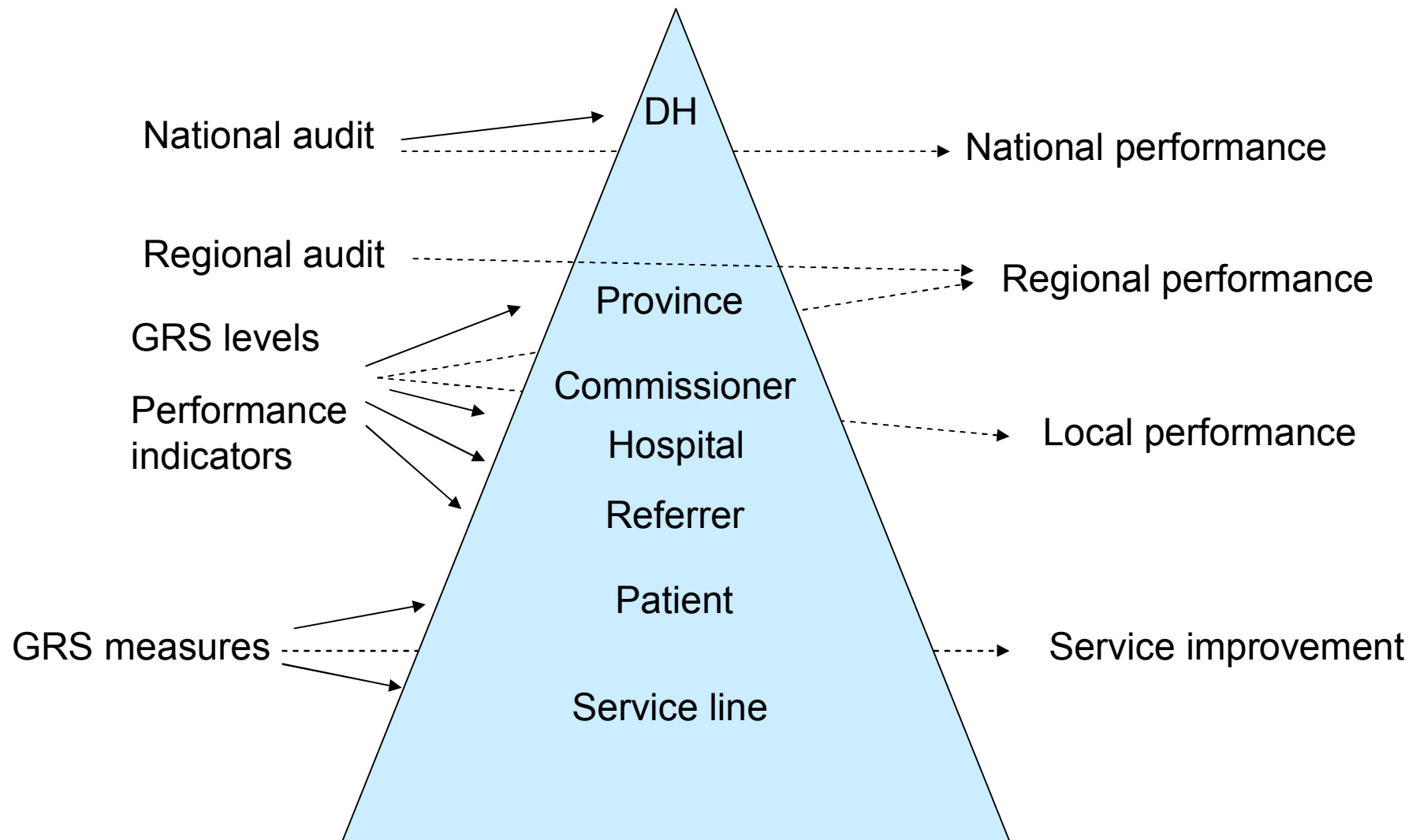
Four domains of the LTC (liver) GRS

1. Clinical quality	2. Quality of the patient experience
<ol style="list-style-type: none">1. Safety2. Quality3. Research and innovation4. Prevention	<ol style="list-style-type: none">1. Equity and equality2. Access and choice3. Dignity and respect4. Education and information
3. Boundaries of care	4. leadership, workforce and training
<ol style="list-style-type: none">1. Self care2. Interface care3. Social care4. Hospital care	<ol style="list-style-type: none">1. Leadership and organisation2. Skill mix and recruitment3. Trainee education and training4. Professional development

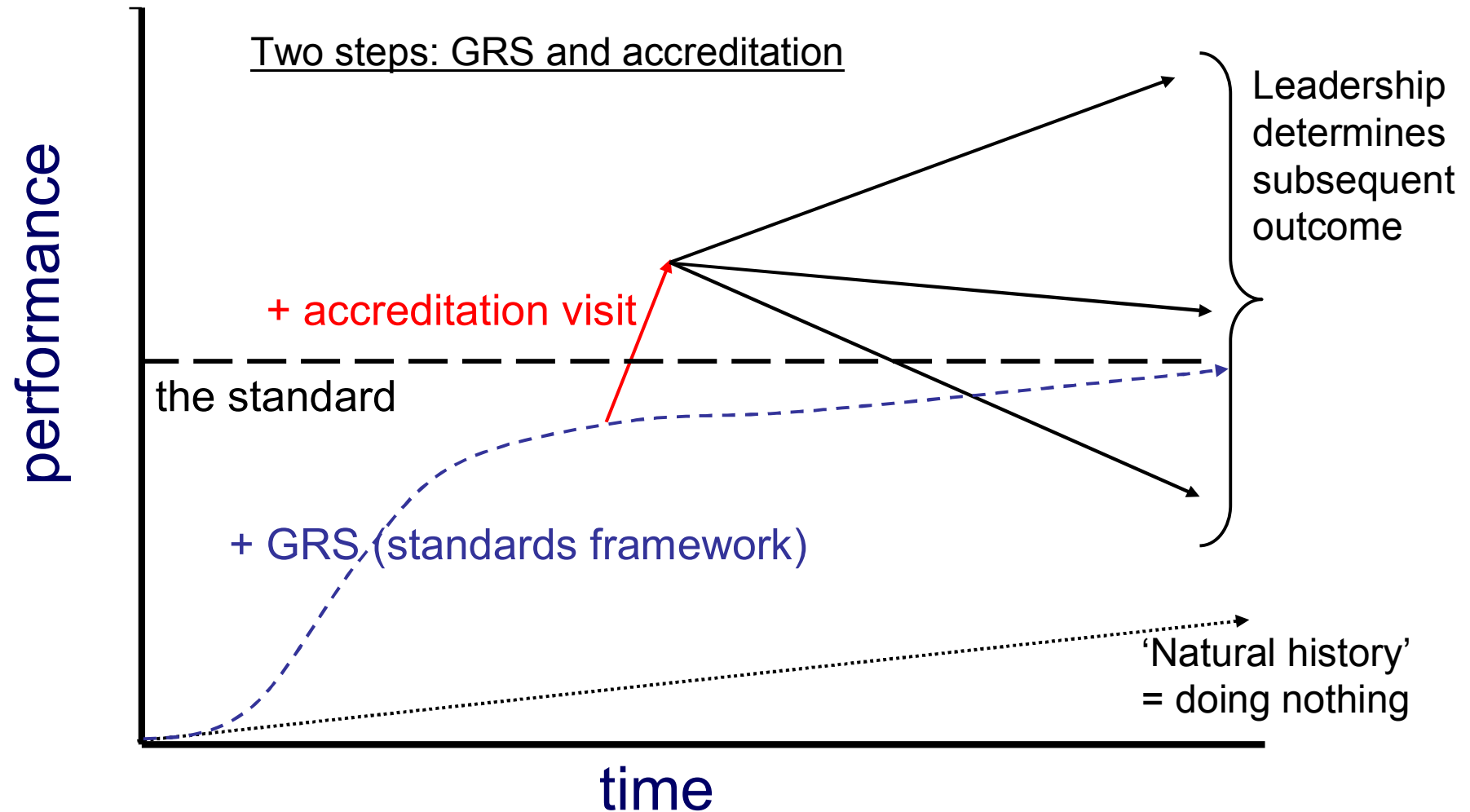
Standards – using guidance



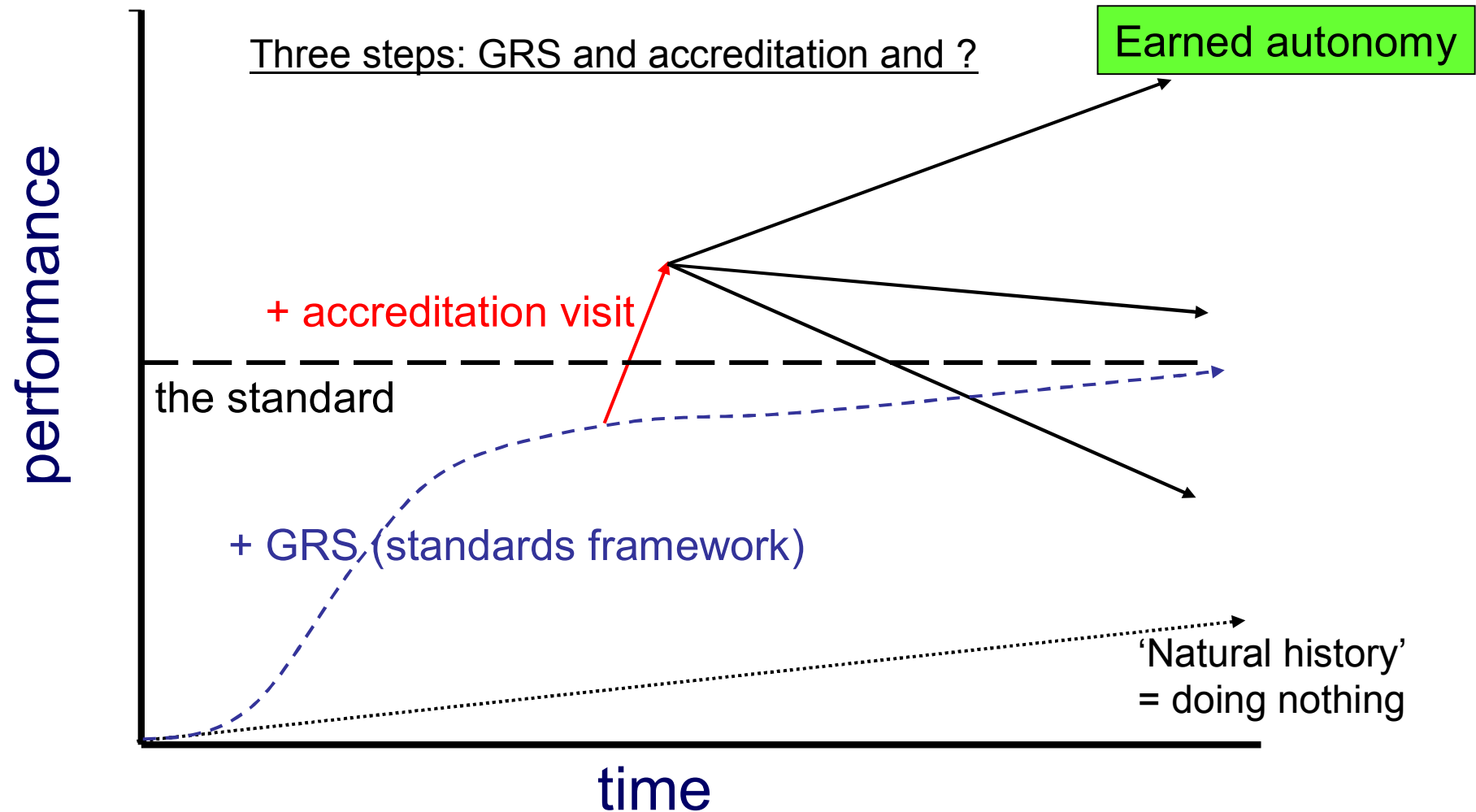
Inputs, outputs and outcomes



Transformation of a service



Transformation of a service



Hospital services near DH1 3rw for Endoscopy

We found **23 hospital services** within of for **Endoscopy**

(Distances given are in a straight line but travel routes may be longer. Please check before starting your journey.)

NHS or Independent hospital (select at least one)

☒ NHS Hospitals

☒ Independent hospitals with free NHS services

Update results >

or [start a new search](#)

closest shown first

Simple list

Detailed comparison

Map

Previous [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#)

☐ Add to shortlist

☐ Add to shortlist

☐ Add to shortlist

☐ Add to shortlist

☐ Add to shortlist

University Hospital Of North Durham



North Road
Durham
DH1 5TW
0191 333 2333
1.16 miles away | [View map](#)

Spire Washington Hospital



Picktree Lane
Washington
NE38 9JZ
0191 418 8669
7.23 miles away | [View map](#)

Bishop Auckland Hospital



Cockton Hill Road
Bishop Auckland
DL14 6AD
01388 455000
9.23 miles away | [View map](#)

Sunderland Royal Hospital











Kayll Road
Sunderland
SR4 7TP
0191 565 6256
11.01 miles away | [View map](#)

Queen Elizabeth Hospital



Sheriff Hill
Gateshead
NE9 6SX
0191 482 0000
11.31 miles away | [View map](#)

Of North Durham	Hospital	Hospital	Hospital	Hospital
				
<p>North Road Durham DH1 5TW 0191 333 2333 1.16 miles away View map</p>	<p>Picktree Lane Washington NE38 9JZ 0191 418 8669 7.23 miles away View map</p>	<p>Cockton Hill Road Bishop Auckland DL14 6AD 01388 455000 9.23 miles away View map</p>	<p>Kayll Road Sunderland SR4 7TP 0191 565 6256 11.01 miles away View map</p>	<p>Sheriff Hill Gateshead NE9 6SX 0191 482 0000 11.31 miles away View map</p>
A&E onsite	 Data not available	 Data not available	A&E onsite	 Data not available
▶ Key facts				+ Show content
▶ More on Endoscopy related data				+ Show content
▼ Endoscopy unit assessment and accreditation				- Hide content
University Hospital Of North Durham	Spire Washington Hospital	Bishop Auckland Hospital	Sunderland Royal Hospital	Queen Elizabeth Hospital
Endoscopy unit assessment and JAG accreditation				
Joint Advisory Group (JAG) accreditation confirms that units have met predetermined standards of patient care, patient safety and procedure outcomes. Read more				
Assessed: Criteria met	Not Assessed	Assessed: Criteria met	Assessed: Criteria met	Assessed: Criteria met

Results from endoscopy Global Rating Scale

Hide content

University Hospital Of North Durham

Spire Washington Hospital

Bishop Auckland Hospital

Sunderland Royal Hospital

Queen Elizabeth Hospital

Endoscopy Global Rating Scale Census participation

When this endoscopy unit began participating in the GRS census [Read more](#)

Participation since October 2011

? Does not participate

Participation since October 2011

Participation since October 2011

Participation since October 2011

Quality of procedures

The endoscopy GRS rating for quality of procedures [Read more](#)

✓ Excellent

? Data not available

! Below

OK Good

✓ Excellent

Safety

The endoscopy GRS rating for safety [Read more](#)

OK Good

? Data not available

OK Good

OK Good

✓ Excellent

Timeliness of treatment

The endoscopy GRS rating for timeliness of treatment [Read more](#)

✓ Excellent

? Data not available

✓ Excellent

! Below

✓ Excellent

Patient information

The endoscopy GRS rating for patient information [Read more](#)

OK Good

? Data not available

OK Good

OK Good

✓ Excellent

Patient comfort

Is patient comfort monitored by nurses during and after the procedure [Read more](#)

Yes Yes

? Data not available

Yes Yes

Yes Yes

Yes Yes

Aftercare

The endoscopy GRS rating for aftercare [Read more](#)