

HIQA Survey - Corporate Plan 2022-2024

1.

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

HIQA's mandate to date extends across a wide range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children and Youth Affairs, HIQA has responsibility for the following:

Setting standards for health and social care services: Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.

Regulating social care services: The Office of the Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.

Regulating health services: Regulating medical exposure to ionising radiation.

Monitoring services: Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.

Health technology assessment: Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.

Health information: Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.

National Care Experience Programme: Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

HIQA is now developing its next Corporate Plan, which will cover the period 2022–2024. As part of the strategic planning development process, we are engaging with our stakeholders to give their views on areas that are relevant and important to them.

HIQA is interested in the particular views you have, as a stakeholder, in what our priorities should be over the next 3 to 5 years by completing the survey, on areas of relevance to you by 30th July

2021.

We will use your feedback to help identify the key challenges and core strategic priorities for HIQA for its next Corporate Plan.

The survey is anonymous, and HIQA is working with the healthcare consultancy company Alpha Healthcare, who will be responsible for collating the information provided by respondents. The information and results will be completely anonymised and will be used solely to help inform and support the development of the HIQA's Corporate Plan 2022–2024.

1. Please indicate which category is the best fit to you or the organisation you represent? This information is being requested so we can be assured of receiving feedback aligned to our range of functions, from our diverse range of stakeholders. *

- Public Service Provider - HSE or Tusla
- Private or Voluntary Service Provider
- Government Department - Health or DCEDIY
- Other Government Department
- State Agency/Public Body
- Advocacy Group
- NGO
- Public Representative
- Academic Institution
- Professional Representative Organisation/Trade Union
- Other (please specify):

2. Please outline which of the following you engage with HIQA on. Tick all that apply. *

- Acute and Community Healthcare services
- Children's Services
- Disability Services
- Older Person's Services
- Standards and Quality
- Health Information
- Health Technology Assessment

National Care Experience Programme

All of the above

Other (please list):

3. The purpose of a 'mission statement' is to state the core purpose or the fundamental reason an organisation exists. Mission statements describe what an organisation is going to do and why it is going to do that. HIQA's current mission is: Working to improve health and social care services for people in Ireland How well does this statement reflect your understanding of HIQA's core purpose? Please tick one

- Perfectly
- Very well
- Well
- Partially
- Not at all
- Unable to rate

Please comment on your choice and make any suggestions you feel should be factored into the HIQA's future mission statement

4. The purpose of a 'values statement' is to state what the organisation stands for. Values define the guiding principles HIQA follows as the organisation goes about meeting its objectives. The values that currently drive HIQA are listed below. Please indicate how well you believe each value statement best represents HIQA's core value

	Perfectly	Very well	Well	Partially	Not at all	Unable to rate
Putting People First	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Being Fair and Objective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Being Open and Accountable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Striving for Excellence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working Together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please comment on your choice:

5. Going forward, what do you think are the five most important values for HIQA. Please select five from the list below.

- Being Agile
- Being Fair and Objective
- Being Independent
- Being Open and Accountable
- Being Transparent
- Being Trustworthy
- Having Integrity
- Promoting Quality
- Protecting Human Rights
- Protecting Vulnerable People
- Putting People First
- Striving for Excellence
- Working Together
- Other (please specify):

Please comment on your choice and make any suggestions you feel should be factored into setting out the HIQA's core values in the future.

6. There are many factors which might impact on the future role and function of HIQA, such as post-COVID-19 recovery, healthcare system transformation through Sláintecare, health information and digital technologies, public/patient/service user engagement, changing regulatory practices, societal & attitude changes, legislative/policy changes, financial/economic and international influence and others. Considering the areas relevant to you, what do you think are the five most important emerging and priority areas for HIQA to consider in its next strategic plan?

Factor	Reason
(i)	<p>Under-resourcing of the healthcare system - We have the among the lowest number of medical specialists per population in the EU and the lowest number of hospital beds. The impact of under-staffing, long working hours and over-crowding on patient safety and quality of care in acute settings cannot be ignored. A recent survey by the IMO revealed 7 out of 10 doctors are at risk of burnout. Employee health is a prerequisite for patient safety and quality of care, therefore there is a need for HIQA to monitor employee well-being.</p>
(ii)	<p>Post-covid recovery – Covid 19 has had a profound and enduring effect on health and healthcare. Over quarter of a million people have been infected with the virus, approx. 15,000 have been hospitalised and over 5,000 people have died from the virus. Covid has also disrupted the provision of care and contributed to unprecedented waiting lists for care. Covid-19 also exposed the weaknesses in our health services in relation to infection prevention and control in terms of structures and processes, infrastructure and staffing. Covid 19 will also lead to an increase in demand in healthcare services for example from delayed presentations, frailty and deconditioning of older patients and the impact on mental health. At the same time additional capacity in the health system is required in the event of future emergencies. HIQA will have a key role in assuring that quality of care and patient safety are maintained as the health system recovers, including ensuring standards of care and patient safety in private nursing homes.</p>
(iii)	<p>eHealth developments and Cybersecurity — significant investment in new and upgrading eHealth systems and ICT across our health system is required while the recent ransomware attack on the HSE has highlighted the need for secure and reliable eHealth systems. HIQA has a key role in promoting standardised referral, discharge, prescribing templates, interoperability standards, guidance on information governance and security, compliance with GDPR etc.</p>
(iv)	<p>Legislative changes – The Patient Safety (Notifiable Patient Safety Incidents) Bill 2019 when enacted will provides for an expanded role for HIQA. Notifiable patient safety incidents will be reported to HIQA – any investigations by HIQA as a result should ensure that compounding factors that contribute to errors are addressed such as unsafe staffing levels, failure to comply with the EWTD, over-crowding, long waiting lists, systemic failures, staff burnout and work-related illness etc</p>

Part 6 of the Patient Safety (Notifiable Patient Safety Incidents) Bill 2019 will extend HIQA's remit to cover private health services. HIQA must ensure that all private healthcare providers of health services including telemedicine services, slimming clinics, dermatology clinics, private ultrasound services, screening services etc, are held to the same standard as public healthcare providers.

- (v) **Health Technology Assessment** – with rapid growth in new technologies and treatments, HIQA has a key role in providing independent advice on cost-effectiveness of new technologies and treatments to include comparison with existing technologies and treatments. The IMO also welcomes HIQA’s participation in the EU HTA network (EUnetHTA) which promotes cooperation in HTA at EU level.

7. Do you engage directly with people in HIQA?

- Yes
 No

Please comment on your choice

The IMO engages with HIQA primarily through HIQA’s public consultations.

8. How would you rate your experience in engaging with HIQA?

- Excellent
 Very good
 Good
 Average
 Poor
 Variable

Please comment on your choice

The IMO would welcome greater engagement between HIQA and the IMO in areas such as the development and of standards and practical implementation, cost issues arising related to health technology assessment.

9. What, in your opinion, works well in HIQA and why?

10. What, in your opinion, could work better in HIQA and why?

HIQA must address the issues of under-staffing, long working hours, over-crowding that impact on patient safety and quality of care. With high rates of risk of burnout, HIQA needs to monitor employee well-being.

11. The purpose of a ‘vision statement’ is to define where an organisation is headed – it is a picture of the destination the organisation wants to reach. Keeping in mind the changes, factors and challenges you have just commented on, imagine you are 10 years into the

future and HIQA has been exceptionally effective, what words and phrases do you think a press release about HIQA would include?

Under-staffing, long working hours and over-crowding have a significant impact on patient safety and quality of care and can no longer be tolerated.

12. Are there any other comments you would like to make about HIQA's Corporate Plan development process?

None