

Welcome CHKS Ireland Conference

Wednesday 29th May 2019

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#CHKSireland19

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CHKS



Agenda

TIME	SESSION
09:15	REGISTRATION AND COFFEE
10:00	Welcome and Opening Address, Moyra Amess
10:15	Schwartz Rounds – A source for shared experiences and resolutions, Andrew Knight
11:00	British Association of Day Surgery and the quality improvement of day surgery from a safety and patient experience perspective, Jo Marsden
11:45	REFRESHMENTS AND NETWORKING
12:15	Focusing on quality at The Children’s Trust, Dalton Leong
13:00	LUNCH AND NETWORKING
14:00	Workshop session Workshop 1: Preparation and planning for survey Workshop 2: Update on standards
14:45	REFRESHMENTS AND NETWORKING
15:00	Workshop Session Repeat
15:45	Recap and close of the day, Moyra Amess

Welcome and opening address

Moyra Amess, Director of Benchmarking, Assurance and Accreditation



CAPITA

Chief Executive Officer – Jon Lewis



Simplify, Strengthen and Succeed

- Focus, delight the customer and value staff
- Multi-year strategy and transformation programme – building blocks to a great business
- Shares Issue – raised funds for investment
- New appointments to Board – People Officer, Digital Officer
- Divesting of companies
- Simplifying structure
- VISION

Vision and values

“ Our purpose: **We create better outcomes** – it is the reason we exist. It guides our decisions and actions and encapsulates what we do here every day ”



CAPITA | SOFTWARE

One of the UK's largest software companies and the market leader in several specialist areas such as education software, UK utilities software and 'blue light' software.

This division provides genuinely mission-critical software across our client groups: Local Authorities, Emergency Services, Transport, and Education.



Divisional Executive Director - Chris Baker



Businesses include:

- Horizontal (cross industry) Products
- Orange Bus
- Education Software
- Secure (emergency services) Software
- **Healthcare Decisions**
- Financial Software
- Mortgage Software Solutions
- Local Government Software
- AMT-Sybex (offices in Dublin and Belfast)

Healthcare Decisions

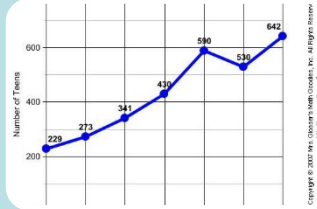
Managing Director – Tracey Francis



We support providers, commissioners, payers and governments around the world to make informed decisions and improve patient outcomes by:



Providing health and care service **accreditation, and certification** of quality management systems to ensure that healthcare organisations continuously provide safe, effective and patient centred services

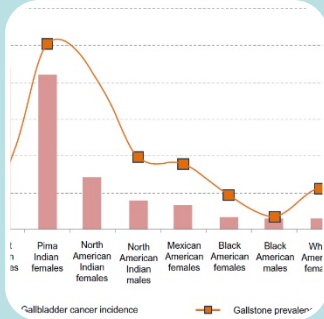


Benchmarking clinical and operational performance and outcomes, to give healthcare organisations the insight they need to make informed decisions and continuous improvements to delivery of patient care



Providing a fully managed **clinical coding service** that delivers data quality and the funding that accurately reflects the care delivered

What we do



Providing a **population health analytics** platform that predicts patients at risk and delivers health equity across health economies

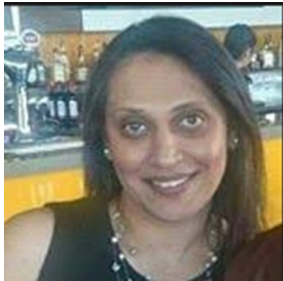


Providing remote **clinical triage solutions** that enable healthcare providers to ensure citizens receive 24/7 clinical and health advice, delivering the right care, at the right time at the right place

Update on Assurance and Accreditation

Welcome to new client managers

Dersna Kuverji



Janet Littler



Agata Adrych



Surveys and Awards

	2015	2016	2017	2018
Surveys	30	29	33	29
Focused resurveys	3	3	1	4
Monitoring /Surveillance visits	36	42	40	46
Accreditation awards	28	29	29	21

Quality Monitoring



CHKS Quality Improvement Award

Four shortlisted organisations

- St Francis Hospital, Ireland
- New Victoria, London
- The Children's Trust, London
- Centro Hospital do Medio Ave, Portugal

Winner to be announced at the Top Hospital Award ceremony, at the Royal College of Physicians, London, on June 12th.



2019

- ISQua Accreditation Council, Geneva
- Surveyor training and selection, May 21st-23rd
- ISQua conference in Cape Town, SA
- Development of new opportunities
 - Large multi-site organisations
- Upgrading of Accreditation Online