



The Roadmap to Governance & Safety for Private Providers in Ireland



We have made remarkable progress in health as a global society, more than doubling life expectancy in just over two centuries - public health and clinical innovations have been major contributors to this improvement. However, across the Western world healthcare systems are facing a major crisis caused by a perfect storm of factors – rapidly rising healthcare costs, clinician burnout and attrition, and an ageing population.

In these challenging circumstances, emphasising improvement becomes imperative to shift healthcare planning and delivery from reactive crisis management to proactive service enhancement. Furthermore, in today's landscape, where healthcare benchmarks are constantly evolving, the importance of safety and governance in Irish healthcare providers cannot be overstated.

The Landscape of Healthcare in Ireland

Ireland's healthcare system is a blend of public and private services, characterised by its commitment to improving the health and well-being of its population. However, like many healthcare systems globally, it faces a set of distinct challenges. Ireland's healthcare system has evolved significantly over the past decades, from the establishment of the Health Service Executive (HSE) to the implementation of various healthcare reforms - the journey has been marked by efforts to enhance the accessibility and quality of healthcare services.

Current Challenges

Several challenges are currently faced within the healthcare system:

- **Resource Constraints** – There remains a strain on resources, including funding limitations and staffing shortages.
- **Growing Demand** – An aging population and rising prevalence of chronic diseases have led to an increased demand for healthcare services.
- **Healthcare Accessibility and Equity** – Ensuring equal access to healthcare across different regions and socio-economic groups remains a significant concern.
- **Technological Advancements** – Keeping pace with rapid technological advancements in healthcare is both an opportunity and a challenge.



The Impact of these Challenges

These challenges, including the COVID-19 pandemic, have further highlighted the strengths and weaknesses of the Irish healthcare system. The pandemic has underscored the need for resilient and adaptable healthcare services, capable of managing unprecedented crises while maintaining quality care.

The need for a robust quality improvement framework is therefore clear. Quality improvement initiatives, such as accreditation programmes, provide a structured approach to enhance healthcare delivery, ensuring it is safe, effective, and patient-orientated.

Enhancing Healthcare Quality through Integrated Safety and Governance

The multifaceted nature of healthcare quality in Ireland, as outlined by the Safer Better Healthcare Standards, focuses on four critical domains: person-centered care, effective treatment, safety, and the promotion of better health and wellbeing.

Quality improvement (QI) in healthcare is not just a process, it's a holistic approach that intertwines these domains. It's about enhancing patient care by continuously identifying, understanding, and addressing areas that need improvement. At the core of QI lies the integration of safety and governance – ensuring that healthcare delivery is not only effective and person-centered but also safe and well-regulated.

This approach to quality improvement is a collaborative effort that involves not just healthcare professionals but also patients, their families, and other stakeholders. It aims to elevate patient outcomes, enrich care experiences, and empower staff to deliver care that meets high-quality standards. By aligning safety measures with governance policies, healthcare organisations can create an environment where excellence in care is the norm, and continuous improvement is a shared responsibility.



The Benefits of Safety and Governance

Patient Trust	Essential in healthcare, patient trust relies on robust safety measures and reliable governance, crucial for community well-being in Ireland's evolving healthcare landscape.
Regulatory Compliance	High safety and governance standards ensure adherence to local and national regulations, protecting your hospital's reputation and operational integrity.
Quality of Care	Strong safety protocols and governance are vital for high-quality patient care, underpinning successful treatments and recoveries.
VHI Preferred List	Being on this list provides advantages such as increased business opportunities and enhanced credibility for your healthcare facility.

Where CHKS can help

As a leading health and social care assurance and accreditation service we have worked with healthcare clients in 15 countries. We understand the cultural differences and complexities of various healthcare systems and economies and possess unrivalled experience in developing and applying quality standard in the UK to improve patient care, while addressing key challenges such as risk management and clinical effectiveness.

We have been at the forefront of developing and implementing quality improvement systems for health and care facilities for over 30 years and our standards are mapped to the requirements of the Care Quality Commission, HIQA and ISO9001:2015.

In undertaking CHKS accreditation, healthcare organisations embark on a journey of quality to enhance and improve productivity, performance, patient experience and outcomes. Many organisations report a culture of pride in the quality of service and a greater sense of ownership, with employees feeling they can influence their role in the organisation.

Where CHKS can help

Our library of CHKS standards cover the core principles of healthcare delivery to improve quality outcomes:

- Leadership and management
- Risk and safety
- Patient focused care
- Facilities and site services
- Service governance
- Specialist and clinical services
- Support and rehabilitation services

The benefits of CHKS Accreditation and Standards to healthcare provider:

- Creates a framework for delivering high quality care consistently across the whole organisation
- Provides a mechanism for continuous improvement
- Ensures compliance with regulation and guidance
- Involves all members of staff on a quality improvement journey
- Offers independent recognition of your commitment to quality
- Provides assurance for the management team
- Provides an evidence-base of best practice for new policy development and implementation
- Improves communication and dissemination of information
- Formalises the audit and quality improvement process

“The whole process of accreditation is about making changes that will improve quality, and this is achieved by improving processes and standards along the way. CHKS was a supportive partner in this process and I think any hospice in a similar situation will regret not having embarked on the accreditation journey sooner.”

Sean O’Healy, Chief Executive, Galway Hospice Foundation.

Why Choose Us?

- We are accredited by the UK Accreditation Service (UKAS) to award the internationally-recognised certificate of ISO 9001 for quality management systems to healthcare organisations
- We are the only organisation to have 'translated' the ISO 9001 standard, using healthcare-specific terms, to make it applicable to health and social care services
- Our accreditation and standards link to both UK healthcare initiatives such as Care Quality Commission Standards, National Service Frameworks and international healthcare guidance and best practice
- We incorporate assessment by a team of experienced healthcare professionals, an action plan; identifying improvement areas, and ongoing support and guidance to achieve accreditation and certification
- Our clients are supported by CHKS client managers throughout the quality improvement journey to provide guidance, interpretation and advice on standards and the survey process

"Above all it demonstrates that we are a quality focussed organisation and that we adhere to our values. We would definitely go for accreditation again and I'm convinced that it has been pivotal in keeping our company on track."

Centric Health

What next?

At CHKS, we understand the complexities and challenges of healthcare delivery. With over 30 years' experience and being a leader in quality and excellence- we can help. Our mission is to empower healthcare providers like you with the framework, tools, insights, and support needed to elevate the standard of care you provide.

If you're ready to take the next step, contact CHKS now and embark on a transformative journey to support your team to improve the quality and safety of care. Make a difference today, call us to let us support you.

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