



Quality for life, no remission for good behaviour

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Perils of proposition adoption

**Quality is to our healthcare system
as Te Tiriti is to our citizenship**

Both are foundational

Both are often misunderstood

Both are paid lip service

**Both are national integrity statements as yet
unfulfilled and we are the key ...**



We have choices

Do we want outbreaks of 'best practice'

Or

Do we want fundamental realignment?

HOW WE ACT COUNTS!



Initial ROLE of QIC

- **Identify that quality in healthcare and disability support is always everyone's business, and that improving quality is continuous and is supported by leadership, measurement, professionalism, technology, experience, a pervasive ethos of care and by the quest for better value for money.**
- **Apply a broad definition of “quality” that is strongly associated with safety, value for money, people-centred care, high performance and best practice.**



HDC on safety of patients

“I believe that the Quality Improvement Committee has a key role to play in providing clear leadership and direction to the sector, assisting DHBs to improve the safety and quality of health care nationally.”



Our initial priorities - \$25m

- **Safe Medication Management**
- **Management of Healthcare Incidents**
- **Optimising the Patient's Journey (patient flows)**
- **Infection Prevention and Control**
- **National Mortality Review Systems**
- **Education and Training for quality improvement**
- **Consumer voice and participation**



What does QIC do currently?

- **Ensure that there is a capacity to improve health outcomes through quality improvement programmes**
- **Seek to develop a shared learning environment**
- **Provide a national perspective of the variety of accountability mechanisms**
- **Ensure, to the maximum extent practicable, that there is national co-ordination in the reporting of relevant health epidemiology and quality assurance matters**



SSE and NZ public

- **Is honesty is the system good for us?**
- **Can we be too candid?**
- **The media challenge**
- **How well did we work together?**
- **Confronting the blame culture**
- **Do health workers need more protection?**
- **What is the lesson for future sustainability?**



Business case for quality

The compelling proposition:

**When Quality goes up
costs come down**

Authenticate the NZ experience



If Quality is our health integrity statement then what ...?

Move to system approach over time

- National agreed strategy – ‘Save 1000 lives’
- Protection ensured & accountability visible
- Measure for performance, not punishment
- Get the pastoral care right for people injured
- Consumer involvement integral to confidence
- Business case for quality vindicated