

WELCOME

HEE Quality Strategy & HEE Quality Framework

A large, stylized orange bracket that spans the width of the slide, positioned below the main title.

Developing people
for health and
healthcare

Housekeeping

Refreshments and
Lunch



Introductions

Colleagues in the room

Who are you and what's your role?

- **Jill Guild** HEE East Midlands Head of Quality and Commissioning
- **Marie Moore** HEE National Quality Transformation Manager
- **Jo Beckwith** HEE Commissioning Manager
- **Kirsty Neale** HEE Quality Manager

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Introductions

Using the post-it notes on your table:

- What is the one advantage/opportunity of moving to a national quality framework for you?
- What is the one (yes one!) challenge to moving to a national quality framework for you?

(so two post-it notes please)

Aims of the session

- Introduce you to the HEE Quality Strategy and Framework
- Explore what this means for East Midlands
- Better understanding of the domains and how they relate to our own areas of responsibility

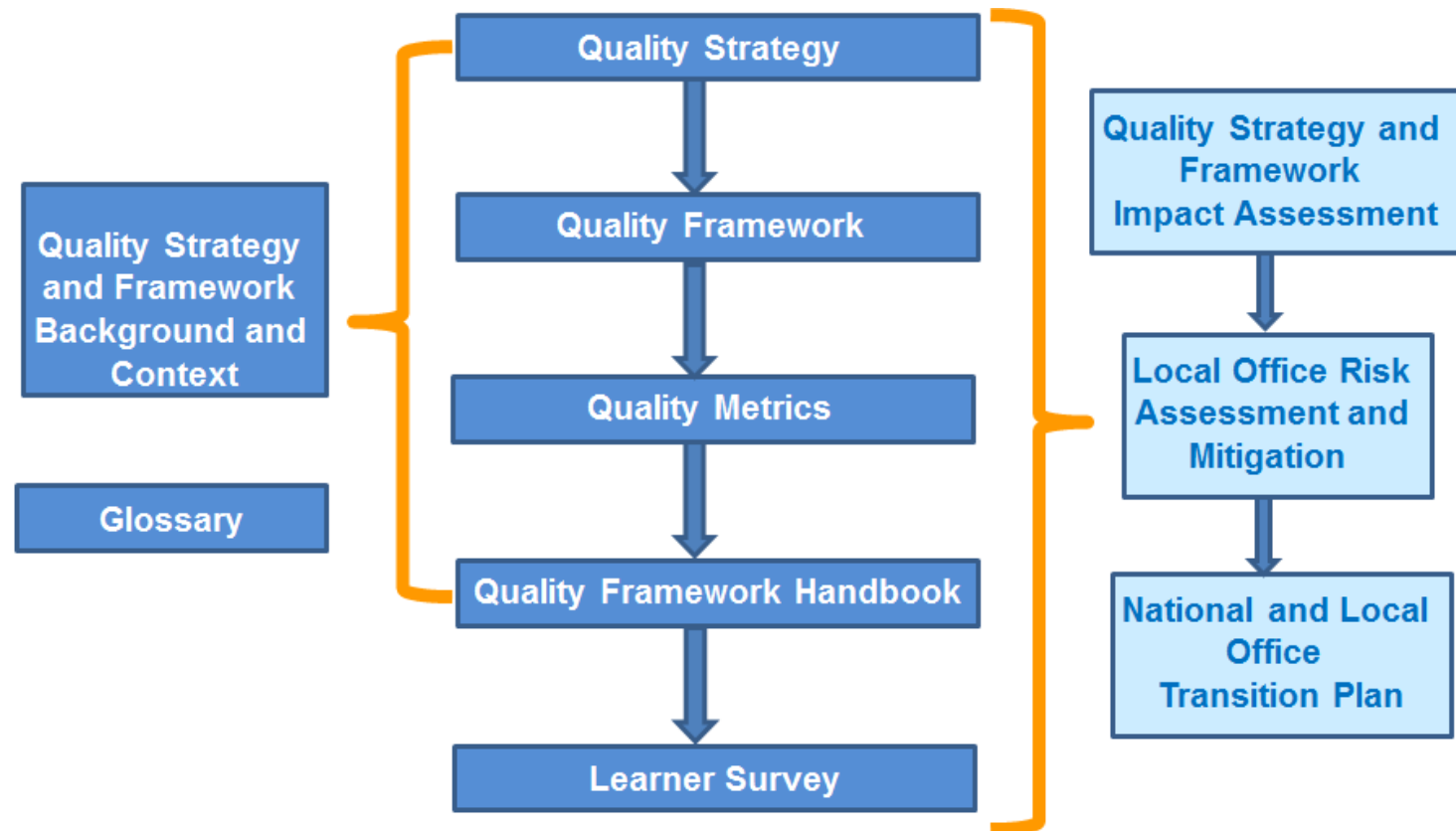
A national strategy: Why?

- 13 local teams with **different QM/QA processes**
- **No common quality definition**, measures or benchmarks (beyond General Medical Council data)
- **Complex system** and infrastructure with many interdependencies e.g. medical, non-medical, GP/dental, Medical Schools
- Different relationships with Regulators across local teams
- Structure of **Quality Teams vary** according to place
- Local Teams have an explicit and an implicit understanding of the providers within their respective health and care economies
- Relationship management spans 'collaborative partnerships' to 'contractual performance'

Meet the National Team

https://www.youtube.com/watch?feature=player_embedded&v=rXsFuV-KmMk

Quality Document Suite



Delivering the Quality Framework



Health Education England

The HEE *Quality Framework Handbook* will form the guidance to delivering the Quality Framework.

In summary the Handbook will introduce consistent processes for the following quality arrangements:

- Local Office Quality Governance
- Quality Interventions
- Quality Review Process including Risk Assessment
- Learner Survey and Learner Voice
- Support and Escalating Concerns Pathway
- Quality Reporting

The Quality Framework Handbook: Strategic Context

The core principles are;

- Quality assurance will **move to a managed risk-based approach**
- Balance between **national consistency and local enablement**
- **Remove duplication** and **reduce administrative burden** where possible
- Effective and **efficient as possible**
- Collaborative with our local and national partners
- **Continual review and improvement**
- Enables HEE to use levers and influence in a new context

Implementation Risk Based Quality Interventions

Level of Risk	Quality Review/Visit								
	Urgent Concern Review	Senior Leader Visit	Multi Professional Review	Programme Review (incl. GP cluster review)	Speciality Review (incl. small unit focussed review)	Thematic Review	Pathway Review	Combined Medical School/ HEE (incl. foundation school) Review	Paper Based Review
High									
Medium									
Low									

- Urgent Concerns Review
- Senior Leader Visit
- Multi Professional Review
- Programme Review
- Specialty Review
- Thematic Review
- Pathway Review
- Combined Medical School/ Foundation School Review
- Paper based Review

Implementation

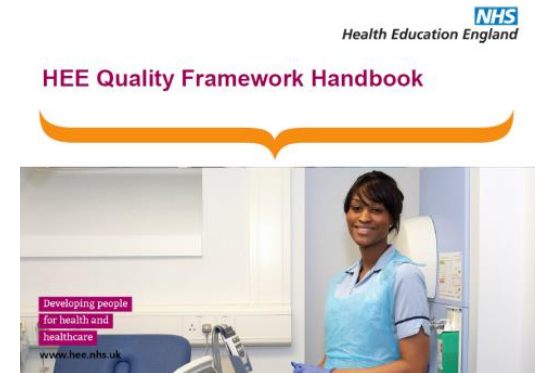
- Transition will commence from April 2016
- Implementation of some consistent **processes and systems from April 2016**
- Handbook will evolve as evidence base develops following pilots/calibration
- Evidence and outcomes from piloting will be **reported monthly through local teams**
- Calibration nationally will inform quarterly regional discussions
- Some **current local quality processes and schedules of routine quality visits will cease or change**
- Operational refinements will continue during transition, in partnership with stakeholders
- **Approval of new processes for national implementation will be via the PGD's/ Quality Scrutiny Forum**

Further developments

- Secure an academic partner to support outcomes based ambitions
- HEE learning objectives to influence the transformation of curricula
- Build our capabilities in 'Commissioning for Quality'
- Test and launch the HEE Learner Survey (National Education and Training Survey)
- Explore technology related applications, to enable timely learner voice
- Build our collaborative partnerships around Quality Improvement with the Professional Regulators and wider system partners.
- Explore accreditation of work-based learning environments

HEE Quality Strategy and Framework

NHS
Health Education England



**Core set of
Metrics and Indicators**



**HEE
Learner Survey –
placement based**



**Quality
Dashboard**

National Education and Training Survey

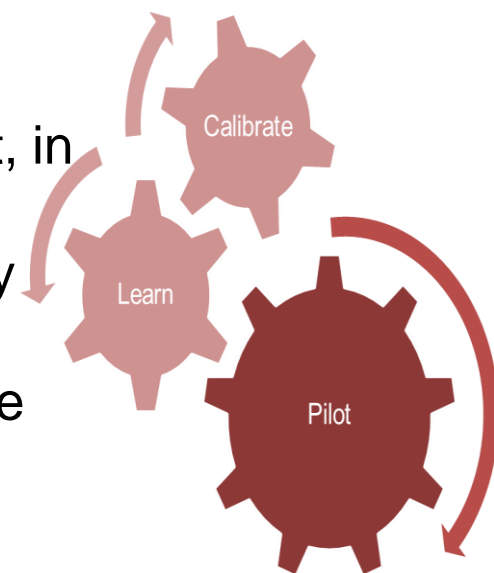
- Multi-professional learner survey which encompasses Bands 1-4 and apprentices

earner

ds 1-4

Summary

- Establish a consistent methodology to implement our HEE Quality Strategy and Framework through the handbook.
- A key principle is to introduce the right balance between national consistency and local enablement.
- Minimise duplication and reduce the burden on providers whilst enabling local innovation to flourish and reflect the individuality of local health and care economies.
- The handbook will facilitate our shared commitment, in collaboration with our partners, to use our levers, leadership and influence to assure and continuously improve the learning environment for all learners.
- During 2016/17 we will actively refine, pilot, calibrate and build our evidence base for the evolution of the Quality Framework and associated processes.



What will this mean to us across the East Midlands

Current Status	Future
Local quality framework	One consistent Quality Framework
Local enablement with little national consistency	National consistency with local enablement
Reporting multiple different metrics	Reporting against a common set of metrics
Mixture of scheduled and risk based visits/reviews	Consistent approach to reviews and visits based on risk assessment
Different learner surveys	One learner survey
Variation in reports and reporting intervals	Consistent report formats
Variation in core processes	Consistent core processes
Different definitions for core processes	Common definitions for core processes
Burden to providers	Increased efficiencies for local offices which will reduce the burden to providers
Contractual relationships with many of our providers	Relationship management / partnership approach

Next in the East Midlands

- Undertake five stakeholder workshops
- To understand the current metrics available across EM for Quality
- Begin the process of risk rating our learning environments, this will include our training programmes, we will need your help.
- Pilot the HEE Survey
- Development of risk based Programme Reviews
- Development of multi-professional reviews (Pilot Derby 2016)
- Develop our implementation plan
- Carry on with business as usual

Review the new HEE Quality Framework Quality Domains:

1. Learning Environment and Culture
2. Educational Governance and Leadership
3. Supporting and Empowering Learners
4. Supporting and Empowering Educators
5. Developing and Implementing Curricula and Assessments
6. Developing a Sustainable Workforce

- The aim of this session is to help us understand in more detail the six domains of the national framework and how they relate to each of our areas of responsibility.
- Recognising that many of the current systems and processes will capture the evidence required, where do you think the gaps may be?

Thoughts, Immediate Questions, Immediate Concerns?

We may not have the answers – yet!

Next steps

- We will collate the information today and type it up
- This will be shared with the national team
- We will work closely with you all and keep you informed as developments happen

Thank you