

## ANNEX 1

### The Quality Ambitions and the wider outcomes-based approach

An outcomes-based approach leads to a stronger focus on the impact on service users, carers and the wider community. Many of these outcomes can only be delivered by working in the partnership with other NHS Boards, the Community Planning Partners and the Scottish Government. A major challenge facing all bodies is to develop a range of measurable outcomes which properly capture the changes that the public wish to see. NHS Tayside believes that the successful delivery of previous HEAT targets and progress towards the ones set out in this Local Delivery Plan make a significant contribution to that intention.

The HEAT targets are agreed nationally by Ministers in the Scottish Government and express the ambitions of the Government to see services develop and improve.

In 2008, the Scottish Government introduced a National Performance Framework, which set out, for the first time, an ultimate purpose of Government, supported by 7 high-level targets, and 15 National Outcomes. Of these, 6 are particularly relevant to the work of the NHS:-

- We have tackled the significant inequalities in Scottish society
- Our children have the best start in life and are ready to succeed
- We have improved the life chances for children, young people and families at risk
- We live longer, healthier lives
- Our public services are high quality, continually improving, efficient and responsive to local people's needs
- We reduce the local and global environmental impact of our consumption and production

In 2010, the Healthcare Quality Strategy for NHSScotland set out the overarching aim of achieving world-leading quality healthcare services across Scotland, underpinned by the 3 **Healthcare Quality Ambitions**;

#### **Healthcare Quality Ambitions**

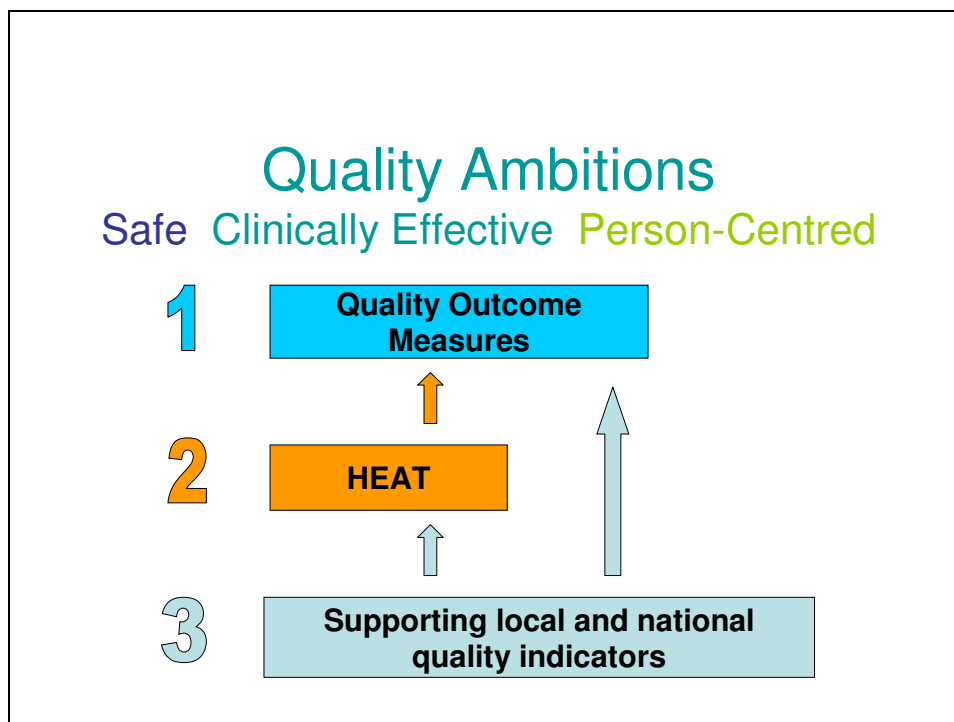
*Person-centred* - Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.

*Safe* - There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times.

*Clinically Effective* - The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit, and wasteful or harmful variation will be eradicated.

The Quality Strategy included a commitment to develop a Quality Measurement Framework to support our shared vision of healthcare quality. It was proposed that progress towards the three Quality Ambitions would be assessed by reference to a number of Quality Outcome Measures, and that these measures would be based on a combination of patient and staff perspectives, alongside measures of safety and effectiveness. These measures would be used to assess direction of travel, and would not be set as targets.

As part of the proposal for the Quality Measurement Framework, the Quality Strategy made a commitment that the HEAT targets would be aligned to the Quality Ambitions. The HEAT targets would therefore reflect the agreed areas for specific accelerated improvement each year, contributing to progress towards the Quality Ambitions.



NHS Tayside recognises the need to align the Quality Measurement Framework with the HEAT targets so that it is possible to demonstrate their contribution to the Quality Ambitions.

We intend to use as a basis the Quality Measurement Framework to identify a number of high level quality outcomes. The Quality Measurement Framework has not been finally agreed, but in the meantime we are developing on a provisional basis quality measures. These will include developments on the following:


- People's experience of health care.
- Safety.
- Supporting people to live at home.
- Support healthy behaviours that can contribute to longer, healthier lives.
- Equity and avoidance of inappropriate variation.

These will be included in the Board's annual Corporate Plan which also incorporates the HEAT measures. This will enable the links between the HEAT targets and the Quality Ambitions to be made more explicit. Specifically, for each outcome that the Board plans to deliver in 2011/12 – whether derived from the Local Delivery Plan or not – will be an explicit statement linking the outcome to the Quality Outcome Measures.

The annual Corporate Plan also includes the local outcomes and related indicators that are contained in the three Single Outcome Agreements to which NHS Tayside is a signator. This highlights the direct contribution that NHS Tayside is making towards successfully delivering the SOA, and allows clarity to be achieved about which outcomes have to be delivered in partnership and which outcomes are the sole responsibility of NHS Tayside.

<b>HEAT TARGETS CONTRIBUTING TOWARD SCOTTISH GOVERNMENT'S NATIONAL OUTCOMES</b>	<b>We have tackled the significant inequalities in Scottish society</b>	<b>Our children have the best start in life and are ready to succeed AND We have improved the life chances for children, young people and families at risk</b>	<b>We live longer, healthier lives</b>	<b>Our public services are high quality, continually improving, efficient and responsive to local people's needs</b>	<b>We reduce the local and global environmental impact of our consumption and production</b>	<b>We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.</b>
Alcohol brief interventions						
Targeted Health Checks						
Suicide reduction						
Child healthy weight interventions						
SIMD Smoking cessation						
SIMD Child Fluoride Varnishing						
Financial balance						
Efficiency savings						
Carbon Emissions & Energy Consumption						
62-day & 31-day Cancer Waiting Times						
18 weeks referral to treatment						
Drug & Alcohol misuse treatment						
Faster access to mental health services						
Emergency bed days for over 75s						
Stroke services						
Healthcare associated Infection						
Reduce A&E attendances						

 clear line of sight in supporting short term

 indirect or longer term contribution

## Healthcare Quality Ambitions

*Person-centred* - Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.

*Safe* - There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times.

*Clinically Effective* - The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit, and wasteful or harmful variation will be eradicated.

<b>HEAT TARGETS CONTRIBUTING TOWARD SCOTTISH GOVERNMENT'S NHS QUALITY AMBITIONS</b>	<b>People live longer healthier lives</b>	<b>People supported to live at home / community with access to treatment</b>	<b>Healthcare is safe</b>	<b>People have a positive experience of healthcare</b>	<b>Staff feel supported and engaged</b>	<b><i>There is no inappropriate variation</i></b>
Alcohol brief interventions						
Targeted Health Checks						
Suicide reduction						
Child healthy weight interventions						
SIMD Smoking cessation						
SIMD Child Fluoride Varnishing						
Financial balance						
Efficiency savings						
Carbon Emissions & Energy Consumption						
62-day & 31-day Cancer Waiting Times						
18 weeks referral to treatment						
Drug & Alcohol misuse treatment						
Faster access to mental health services						
Emergency bed days for over 75s						
Stroke services						
Healthcare associated Infection						
Reduce A&E attendances						

