Formally supporting NICE quality standards

Rachel Neary-Jones – Quality Standards Programme Manager
Overview

• What is a quality standard?
• What is the process for formally supporting quality standards?
• How can we encourage patient and service user organisations to get involved?
• Questions
WHAT IS A QUALITY STANDARD?
What are NICE quality standards?

A comprehensive set of recommendations for a particular disease or condition, particular need or service

A NICE quality standard is a concise set of statements designed to drive and measure priority quality improvements within a particular area of care. Around 6-8 statements per standard – up to 15 in exceptional circumstances.
What are NICE quality standards?

- **CQC**
  - Fundamental standards
  - Quality of services
  - Guidelines cover the full quality spectrum of care

- **NICE**
  - Safe staffing guidelines cover processes and factors to ensure staffing requirements achieve safe care
  - Quality Standards are prioritised areas for quality improvement above and beyond fundamental standards
Quality standards – three interfaces

Social care

NHS

Public health
Examples of topics

- Acute coronary syndromes
- Alcohol: preventing harmful use in the community
- Autism
- Children’s attachment
- Homecare
- Lipid modification
- Managing medicines in care homes
- Mental wellbeing of older people in care homes
- Obesity
- Physical activity
- Smoking: reducing use in the community
Quality standard product

- Web-based product
- Downloadable and printable
- Set of quality statements
- Associated measures, definitions and data sources
- Accompanying resources
- List of supporting organisations
Delirium

Overview and resources  Quality Standard  Information for the public

NICE quality standards [QS63]  Published date: July 2014

List of quality statements

Statement 1. Adults newly admitted to hospital or long-term care who are at risk of delirium are assessed for recent changes in behaviour, including cognition, perception, physical function and social behaviour.

Statement 2. Adults newly admitted to hospital or long-term care who are at risk of delirium receive a range of tailored interventions to prevent delirium.

Statement 3. Adults with delirium in hospital or long-term care who are distressed or are a risk to themselves or others are not prescribed antipsychotic medication unless de-escalation techniques are ineffective or inappropriate.

Statement 4. Adults with delirium in hospital or long-term care, and their family members and carers, are given information that explains the condition and describes other people’s experiences of delirium.

Statement 5. Adults with current or resolved delirium who are discharged from hospital have their diagnosis of delirium communicated to their GP.
FORMALLY SUPPORTING QUALITY STANDARDS
Who can formally support?

- Organisations who wish to support quality standards must be:
  - National service user, patient, carer, voluntary, charity and non-governmental organisations that are run by, or directly reflect the perspectives of people who use services, carers or client groups, and represent the interests of people whose care is covered by the quality standard.
Who can formally support?

– National organisations that represent the professionals and practitioners who provide the care or services described in the quality standard.

– National organisations that represent commissioners or providers of the care or services described in the quality standard.

– National statutory organisations (an organisation set up by government for a specific purpose) including Ofsted and the Care Quality Commission (CQC).
## Previous supporting organisations

<table>
<thead>
<tr>
<th>British Heart Foundation</th>
<th>The National Autistic Society</th>
<th>British Lung Foundation</th>
<th>Infertility Network UK</th>
<th>Depression Alliance</th>
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</thead>
<tbody>
<tr>
<td>Alcohol Concern</td>
<td>The Migraine Trust</td>
<td>Promocon</td>
<td>TAMBA</td>
<td>Diabetes UK</td>
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<tr>
<td>AADD-UK</td>
<td>Breakthrough Breast Cancer</td>
<td>ICU Steps</td>
<td>Bliss</td>
<td>The Cardiomyopathy Association</td>
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<tr>
<td>Anxiety UK</td>
<td>Anticoagulation Europe</td>
<td>Alzheimer’s Society</td>
<td>Asthma UK</td>
<td>CLIC Sargent</td>
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<tr>
<td>Teenage Cancer Trust</td>
<td>Children's Cancer and Leukaemia Group</td>
<td>MIND</td>
<td>Kidney Alliance</td>
<td>Bladder and Bowel Foundation</td>
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What does it involve?

• As a minimum:
  – Jointly badge quality standard
  – Use communication networks to publicise and encourage use of the quality standard
  – Advise NICE of any information on new developments in the area of the quality standard to ensure that it remains relevant
  – Provide NICE with an update at 1 and 6 months after publication on the support and promotion carried out
What does it involve?

• Other potential activities:
  – Produce print or online articles for website / newsletter about the quality standard
  – Use social media channels to promote the publication of the quality standard
  – Use conferences and other speaking opportunities to present information on the quality standard
  – Explore the use of the quality standard with specific targeted audiences in more depth
  – Run workshops to help other organisations understand how using the quality standard can add value

• NICE provides support for these activities
Example activities

• Developing information leaflets to support the QS
• Incorporated the QS into training materials
• Discussing QS at relevant committee meetings/groups/conferences
• Using networks to gather examples of the QS being used in practice
Process for supporting

• Stakeholders invited to express interest during topic engagement and consultation
• Sent confidentiality agreement and draft supporting agreement
• After return of confidentiality agreement sent embargoed version of quality standard 10 days prior to publication
• Only asked to commit to supporting activities following review of final standard
ENCOURAGING SUPPORT FROM PATIENT AND SERVICE USER ORGANISATIONS
Support for patient orgs

• How can we increase awareness of NICE quality standards amongst patient and service user organisations?
• How can we encourage patient and service user organisations to formally support more quality standards?
Contacts

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