



AGENDA ITEM

5.3

CTM BOARD

**CONTINUOUS IMPROVEMENT SELF ASSESSMENT PROCESS IN
RESPONSE TO TARGETED INTERVENTION**

Date of meeting

27th January 2022

FOI Status

Open/Public

**If closed please indicate
reason**

Not Applicable - Public Report

Prepared by

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Presented by

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Manager

Approving Executive Sponsor

Chief Executive

Report purpose

FOR APPROVAL

**Engagement (internal/external) undertaken to date (including
receipt/consideration at Committee/group)**

Committee/Group/Individuals

Date

Outcome

CTMUHB TI Self Assessment
Board session

20th December
2021

ENDORSED FOR
APPROVAL

1. SITUATION/BACKGROUND

- 1.1 This paper seeks to formally update the Board as to the progress within the Targeted Intervention Improvement Programme and specifically update on the maturity matrix position across the key improvement domains.
- 1.2 On the 20th December, a TI self-assessment board session was held involving all Directors and Independent Members as well as involved members of staff including representatives from Integrated Locality Groups.

- 1.3 As a reminder to the Board, the self-assessment Boards take place every four months with 'showcase' Boards taking place in between. These Boards are supported by TI 'Working Groups' which are now bi-monthly due to operational pressures. This controls the onward monitoring of the TI Improvement Programme on a more granular level.
- 1.4 The purpose of the TI & Special Measures Self-assessment Board is to allow holistic updates to be delivered by the TI improvement domain SROs before inviting input, scrutiny and discussion from wider Health Board staff. By utilising this format it allows for a collaborative discussion and ensures all views are taken into account.
- 1.5 There are four key areas discussed, in line with the agreed improvement scope:
 - Leadership & Culture
 - Trust & Confidence
 - Quality & Governance
 - Special Measures incl. Maternity, Neonatology and joint working

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

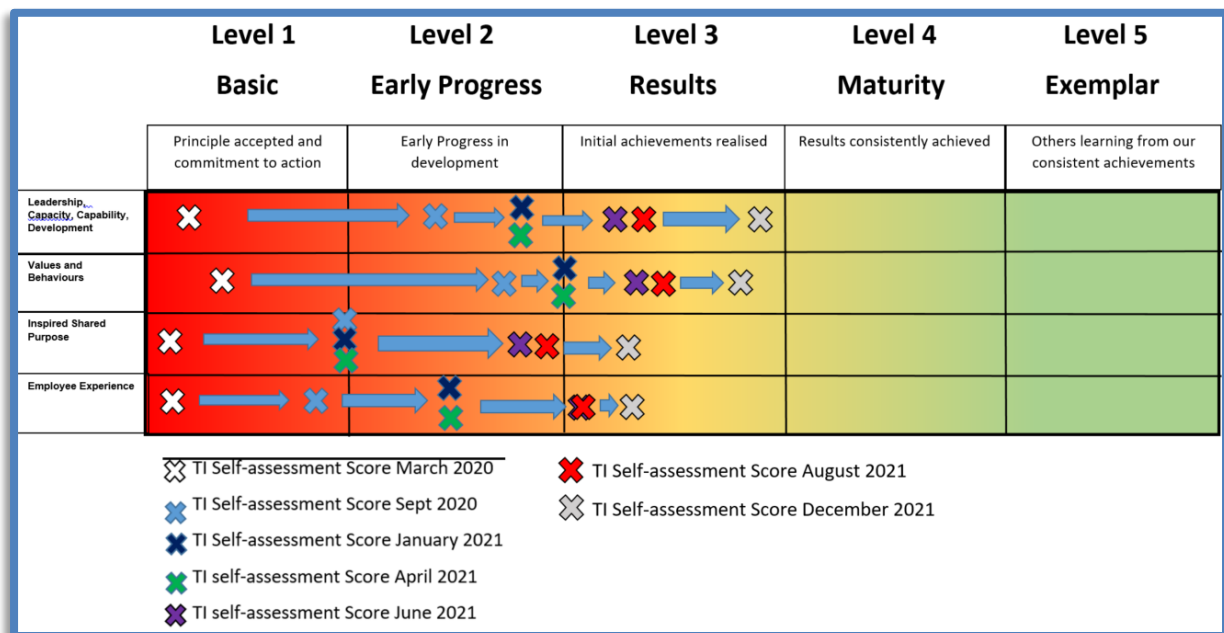
- 2.1 The meeting allowed once again for a useful holistic discussion referring to a wider range of improvement programmes and initiatives. This improvement met a great deal of praise by those present.
- 2.2 It was agreed that the Health Board is now very firmly in 'Level 3 – Results' stage for Targeted Intervention with some domains approaching 'Level 4 – Maturity'. This represents a tremendous amount of progress despite ongoing operational and covid pressures.
- 2.3 The TI maturity matrices outlined below show this progress and the improvement journey over the subsequent months
- 2.4 For the first time, the Maternity and Neonatal Improvement Programme was able to outline self-assessment scores for improvement progress. This service self-assessment was presented as a result of a CSG review, a challenge session with SROs and the ILG Director as well as a challenge session with the lead IM. The TI & SM Board were pleased to hear the progress and the Chair of the Independent Maternity Services Oversight Panel voiced his support for the progress and presentation of improvement.



Maturity Matrix progress

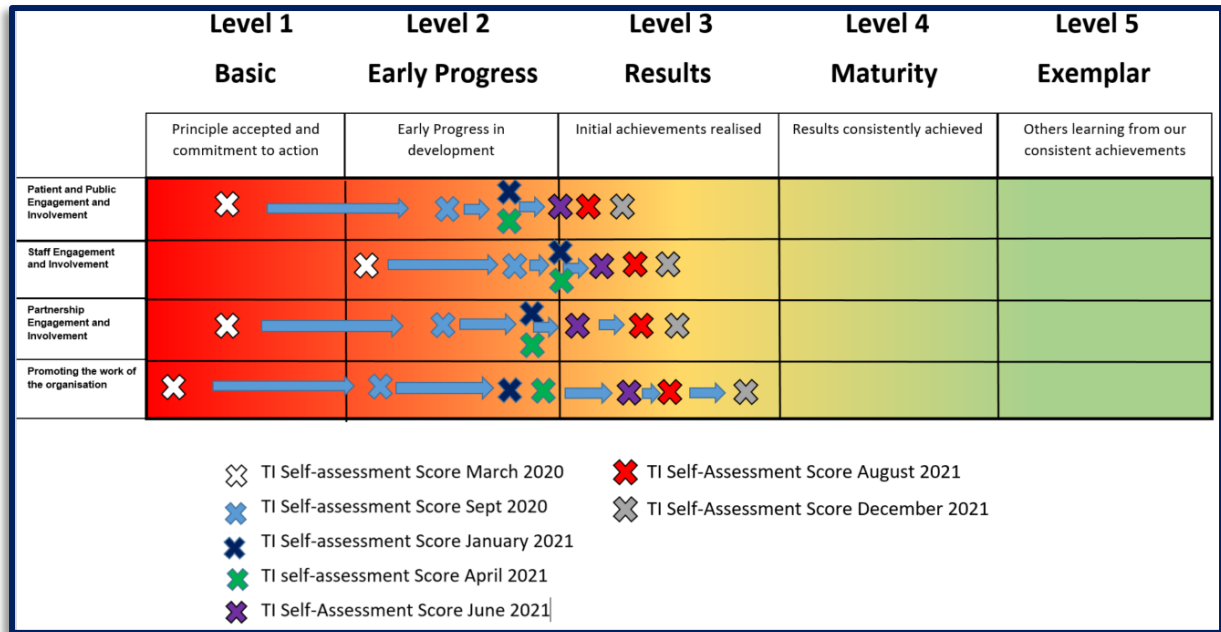
1. Leadership & Culture

We want to be an organisation that has the leadership capacity and capability to ensure the delivery of high quality care. We will ensure clinical leadership throughout the organisation and think long term about the future talent requiring development. We want leaders to be visible and to understand the organisational priorities as well as the qualities and needs of their teams.



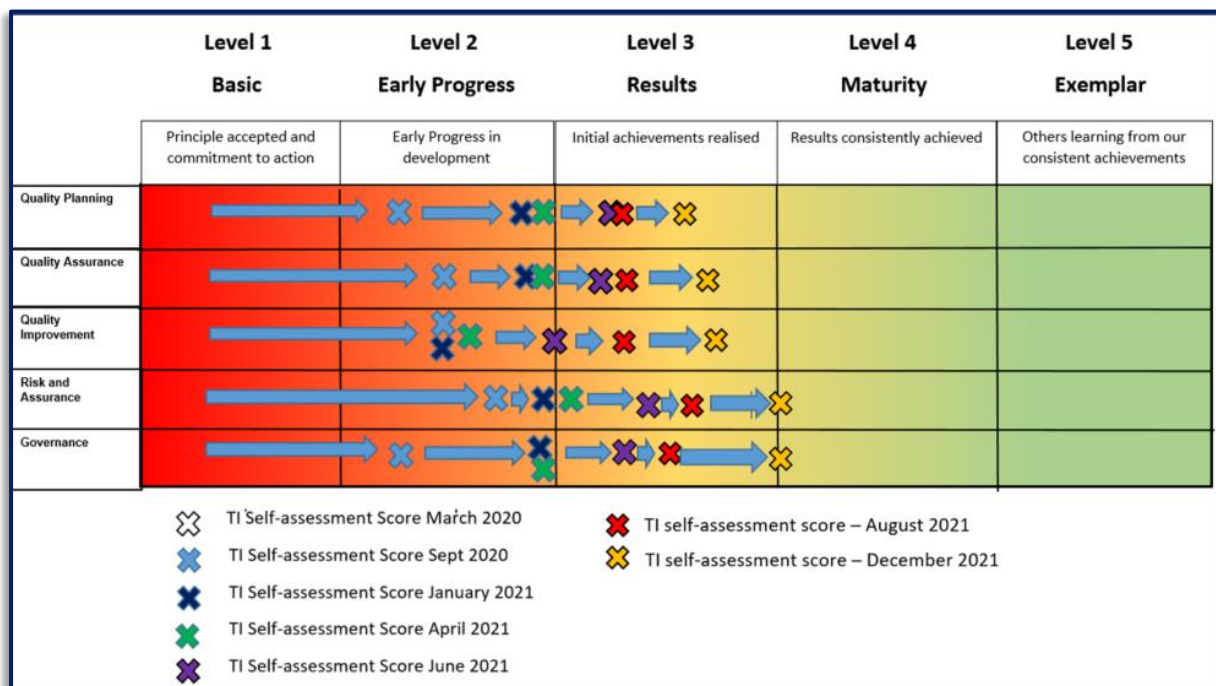
2. Re-building Trust & Confidence

We want to be an organisation that engages and involves our staff, patients and public widely. We want to collaborate constantly with different partners via different mediums for the benefit of our patients. This benefit is felt throughout the organisation.



3. Quality & Governance

We want to be an organisation that puts quality at the heart of our planning and an organisation that has quality improvement embedded into the way we operate. We use our quality strategy to provide clear priorities in an intelligent and data-supported way. Our use of risk management should ensure mechanisms are in place identifying, recording, managing and escalating risk across the organisation with clear lines of accountability & responsibility.



4. Special Measures – Self score

Maternity Services

Baseline Assessment (from 4 months ago)	Basic Level	Early Progress	Results	Maturity	Exemplar
Safe and Effective Care			x		
Quality of Women's and Family Experience			x		
Quality of Leadership and Management			x		
Proposed Assessment	Basic Level	Early Progress	Results	Maturity	Exemplar
Safe and Effective Care				x	
Quality of Women's and Family Experience				x	
Quality of Leadership and Management			x		

Neonatal Services

Baseline Assessment (from 4 months ago)	Basic Level	Early Progress	Results	Maturity	Exemplar
Safe and Effective Care		x			
Quality of Women's and Family Experience		x			
Quality of Leadership and Management		x			
Proposed Assessment	Basic Level	Early Progress	Results	Maturity	Exemplar
Safe and Effective Care		x			
Quality of Women's and Family Experience		x			
Quality of Leadership and Management		x			



Joint working

Baseline Assessment (from 4 months ago)	Basic Level	Early Progress	Results	Maturity	Exemplar
Joint Neonatal and Maternity working	No Previous IPAAF Assessment				
Proposed Assessment	Basic Level	Early Progress	Results	Maturity	Exemplar
Joint Neonatal and Maternity working		x			

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD

- 3.1 The next Welsh Government Escalation meeting will be held on the 9th February 2022. This will be the first opportunity to outline progress since the change in leadership within NHS Wales. The Executive Team look forward to the opportunity to outline improvements made across Targeted Intervention domains as well as within Maternity and Neonatal services.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	There are no specific quality and safety implications related to the activity outlined in this report.
Related Health and Care standard(s)	Governance, Leadership and Accountability If more than one Healthcare Standard applies please list below:
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below) If yes, please provide a hyperlink to the location of the completed EIA or who it would be available from in the box below. If no, please provide reasons why an EIA was not considered to be required in the box below.



Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	There is no direct impact on resources as a result of the activity outlined in this report.
Link to Strategic Goals	Creating Health

5. RECOMMENDATION

- 5.1 The Board is asked to **APPROVE** the level of Targeted Intervention and Special Measures progression as outlined and endorsed at the TI & SM Self-Assessment Board on the 20th December 2021.