

Maturity Matrix TI Quality and Governance Self-Assessment and Evidence – **Overall Score Level 1 Basic, Feb 2020**

Criteria	Evidence	Outcomes and Measures	Self-Assessment Score and Comments
Quality Planning	<ul style="list-style-type: none"> • Patient experience sub group in place - not yet informing priorities. • Real time patient surveys - feedback received. Not yet informing quality planning/improvement overall. • Quality is an item on every board agenda, starting with a patient story. • Quality features in the IMTP 2019/20, features strongly in the 2020/21 IMTP (Not yet approved). 		Basic – Level 1
Quality Assurance and Control (Quality Strategy)	<ul style="list-style-type: none"> • A QIA process is in late stage of development • Effective ward walkabouts in place • Patient and staff stories are being used proactively to focus conversations on quality of patient care • Triangulation of concerns, complaints and serious incidents happening more systematically in weekly Exec-led and Exec Team meetings as well as in monthly management Board meetings • CBMs' focus on quality measurably greater • Exec-led performance accountability meetings in place • Staff training on complaints and SI has started • The managing concerns improvement plan has been finalised 		Basic – Level 1

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Quality Improvement	<ul style="list-style-type: none"> • Improvement CTM plan socialised widely, demonstrates commitment of CTMUHB to embedding approach to Quality Improvement • 2x joint posts with Improvement Cymru recruited to • Other recruitment to Improvement CTM have commenced • The systems and resources to support improvement and innovation work have developed further • Learning item now starts Management Board meetings 	<ul style="list-style-type: none"> • Increased improvement activity undertaken • Staff feel able/supported to undertake improvement work 	Basic – Level 1
Risk and Assurance	<ul style="list-style-type: none"> • BAF revised and approved at Board in Jan 2020 • Risk Strategy revised and going to Management Board in Feb 2020 • Workshops/training being arranged for ILGs on risk • Risk Appetite session for Board scheduled for April 2020 	<ul style="list-style-type: none"> • Clarity on the organisations risk appetite and how this informs decision making • Mitigation and controls in place to manage strategic risks 	Basic – Level 1

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Governance	<ul style="list-style-type: none"> • Deloitte Board Development Programme agreed and being scheduled • ILG draft ToRs • System Group draft ToRs • New approach to Committee reporting to strengthen assurance to Board agreed and being implemented • New Committees established and ToRs of all Committees reviewed • Performance Management Framework developed and going to Board in March 2020 • Actions from Steve Combe Report being implemented • Board Report template refreshed and introduced • Board writing training delivered • Complaints plan on a page • SI plan on a page 	<p>Complaints feedback provided on a timely basis.</p> <p>Learning from SIs informing Q&S agenda</p>	<p>Basic – Level 1</p>
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