

Leading
Healthcare
Providers

Skillnet

QQI Re- Engagement

Carmel Kelly
Network Manager
Leading Healthcare Providers Skillnet (Est. 2008)
(August 2016-present)



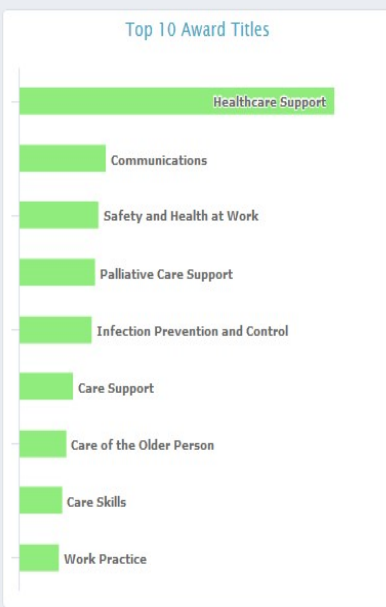
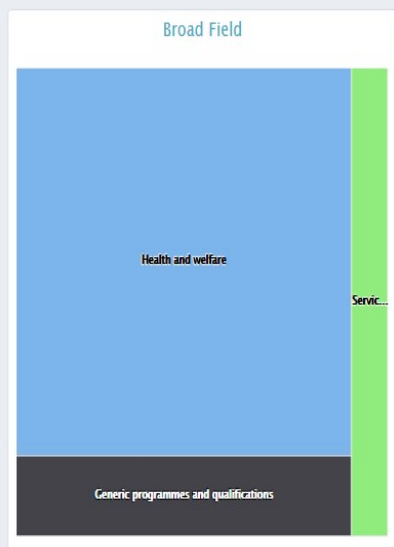
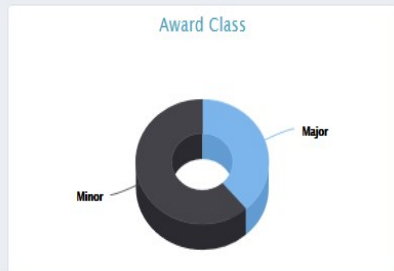
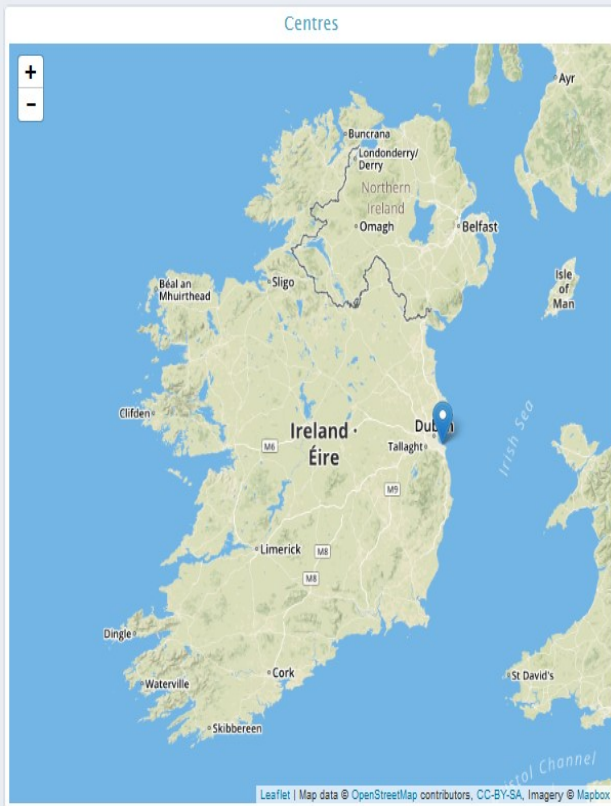
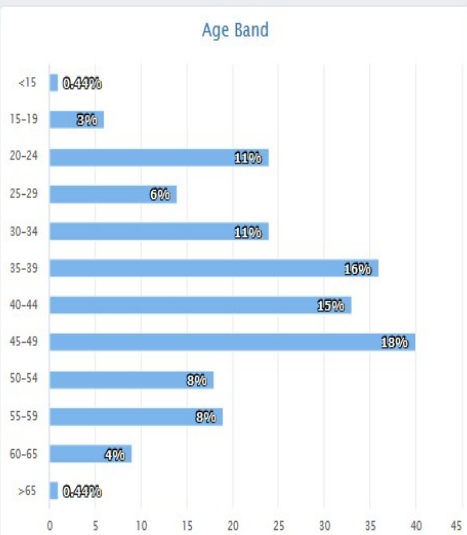
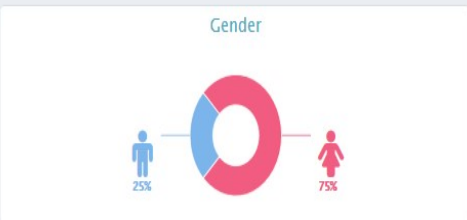
QQI AWARD

Context and Timeline

- Support the private healthcare sector
- Registered with FETAC in 2008 – Healthcare Support Major award (10 component modules)
- Up to Dec 2018...
1 network manager, 1 administrator, Voluntary board. All tutors are sub-contracted
- January 2019 2nd administrator (4 days a week)



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Re-engagement Timeline

- Invited to participate in pilot (application in Oct '17 panel Dec '17)
- Re-engagement application submitted Jan '19
- Panel August '19
- Deferred decision Sept '19 (6 weeks)
- PAEC sign off Dec '19

Our pre re-engagement Journey

New to role Aug '16

QA manual not fit for purpose
or reflective of practice

Expertise

External consultant to conduct
audit/gap analysis

True reflection

Of practice



Gap Analysis 2016/2017

- Enabled us to honestly assess our practice and identify areas where we needed to improve
- Externality challenged our perception of ourselves and made us ask hard questions of our practice
- Encouraged us to obtain to views of all stakeholders



**Pre
Re-engagement**

Gap Analysis 2016/2017

- It prompted us to put systems in place to improve monitoring of our tutors/students and our QAS
- Created new opportunities for involvement and ownership and a renewed appreciation of the benefits of having context-specific QAS in place



**Pre
Re-engagement**

NEW QAM

- Whole team approach and involvement
- Full review of all Policies and procedures
- Implemented new and improved operating procedures
- Learner, quality, and best practice focused
- Shared drive for ongoing access



Dec 2017

Pilot

Positive
experience

Detailed

Whole team
involved

Good
report

Established an internal quality system that is fit for purpose and appropriate to our context.
The documents presented to the panel were well organised and comprehensive.
Demonstrated a clear commitment to quality.

Celebrate



Re-engagement 2019

**Update our QAM
Quietly
Confident**



January 2019

After submission

- Asked to re-do application form (not a big challenge)
- Not screened until April- minimal changes/additions
- I made contact again in July as I had not heard back
- Panel scheduled for August



Application

Pre Panel Preparation

- All members of our panel were involved in the pilot so familiar with the process

**Meeting 1
week
before**

Site Visit

- Welcoming
- Plenty of opportunity for discussion
- Involved all members of our panel
- All sections of application addressed
- Feedback given on the day



Panel

Panel

- Governance
- Externality
- Presentation of QAM - Policies and Procedures
- Deferred Decision for 6 Weeks Pending Mandatory Changes

**Grave
Concerns (as
I heard it!)**

Mandatory Changes

- Clear and unambiguous units of governance
- Clear and specific terms of reference
- Delegated functions and authority



Governance

Mandatory Changes

- Conflict of Interest (funding)
- Separation of Academic and Commercial decision making



Externality

Mandatory Changes

- Not Satisfied with the presentation and structure of the QA manual.
- “Comprehensive review and edit” of ALL policies and procedures
- Advised by panel that they would require a “significant” number of P&P reviewed within the 6 weeks

**QA Manual
Presentation
6 Weeks from
Hell**

September 2019

**Receive the
interim report
10 days
before the 6
week
deadline!**

Positive and Negatives (application)

Positive

- Honest assessment of policies and procedures
- Identify what we do well and improvements required
- Responsibility and ownership of quality
- Assign procedures to history
- Consistence and clarity for all stakeholders
- More efficiency

Negative

- Timeline from application to panel

Positive and Negatives (panel)

Positive

- Engaging
- Sharing of expert knowledge
- Guidance and feedback

Negative

- False sense of security - vastly different to the pilot (in terms of outcome)
- 6 week expectation for comprehensive review and edit
- Expectations of small providers (FET)

Advice

- Have a very clear understanding of all your policies and procedures as they apply in practice
- Governance and Externality – needs to be unambiguous and clearly presented in your documents.
- Be confident in your QAS in the context of your business
- Be open to constructive feedback
- Be willing to do (re-do) things differently
- Make staff available for 6 weeks post panel to address mandatory changes if needed

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Thank you for
listening

I welcome any
questions