



# **From Standards to Reporting to Quality: How to make it Person-Centred**

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CEO ISQQua

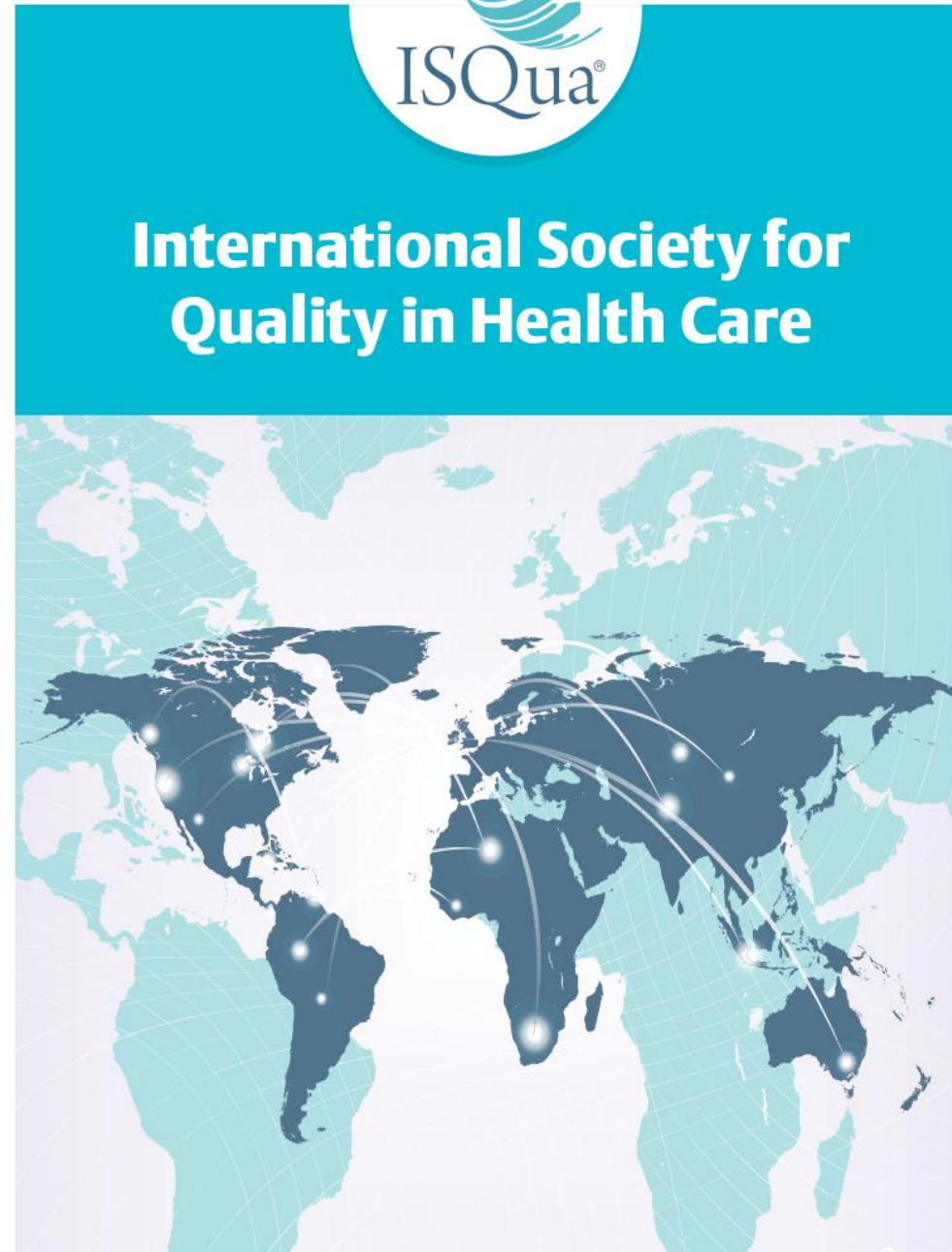
## About ISQua

# ISQua

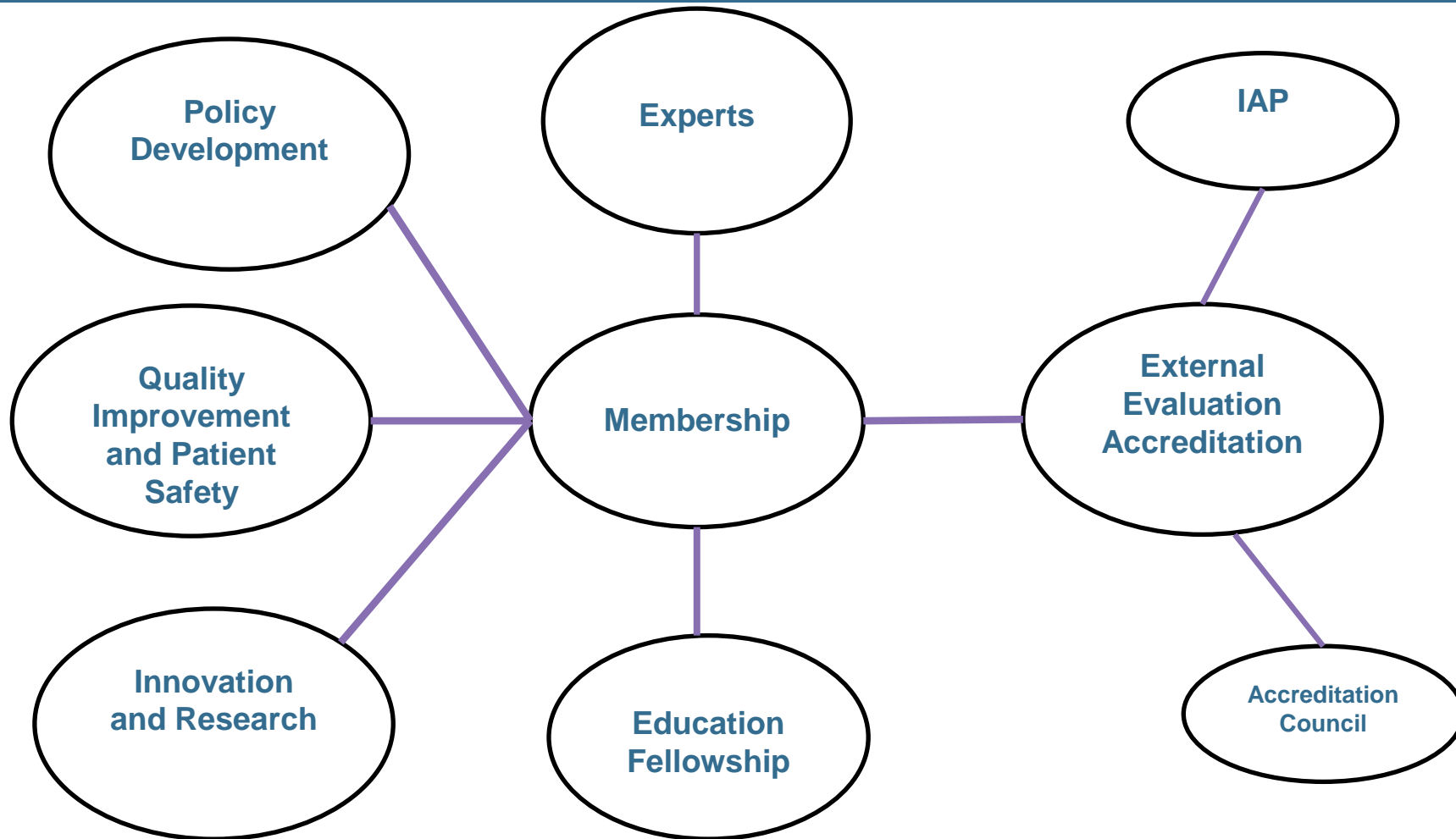
- ❑ Not for Profit Membership Organisation

- ❑ Mission:

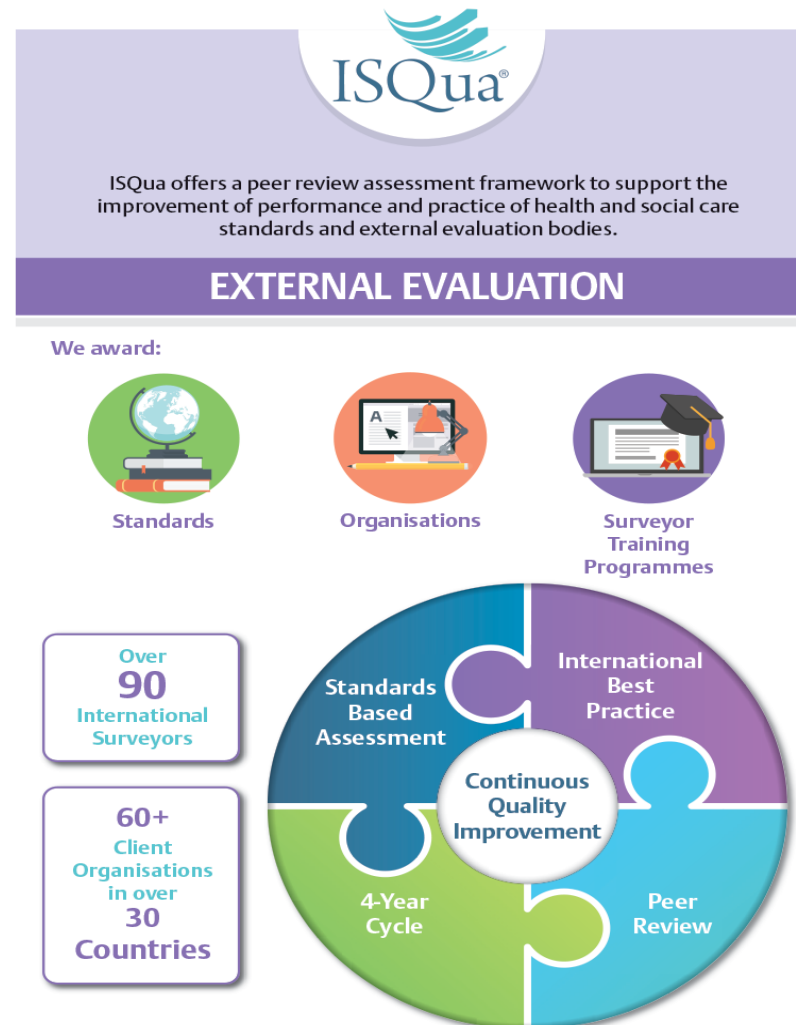
*“to inspire and drive improvement in the quality and safety of healthcare worldwide through education and knowledge sharing, external evaluation, supporting health systems, and connecting people through global networks.”*



# The ISQua Network System



# External Evaluation Network

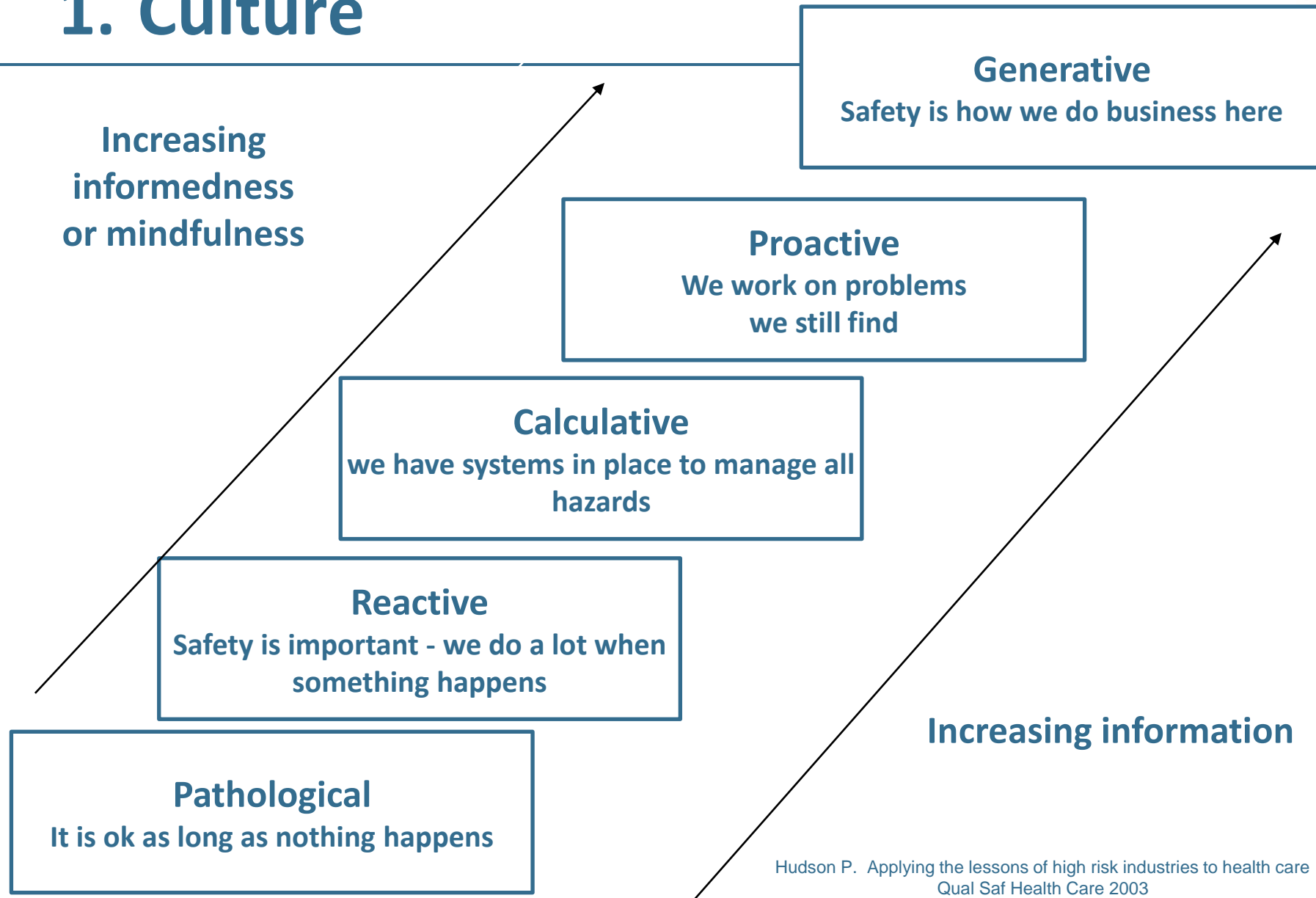


# Ingredients for Improvement

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1. Culture
2. Standards
3. Framework for Quality
4. Theory (and method) to Improve
5. A Method to Learn

# 1. Culture



## 2. Standards and Their Role

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- Minimum: what is essential
- Maximum: to which we all aspire

Structure Process and Outcomes



### 3. Framework for Quality

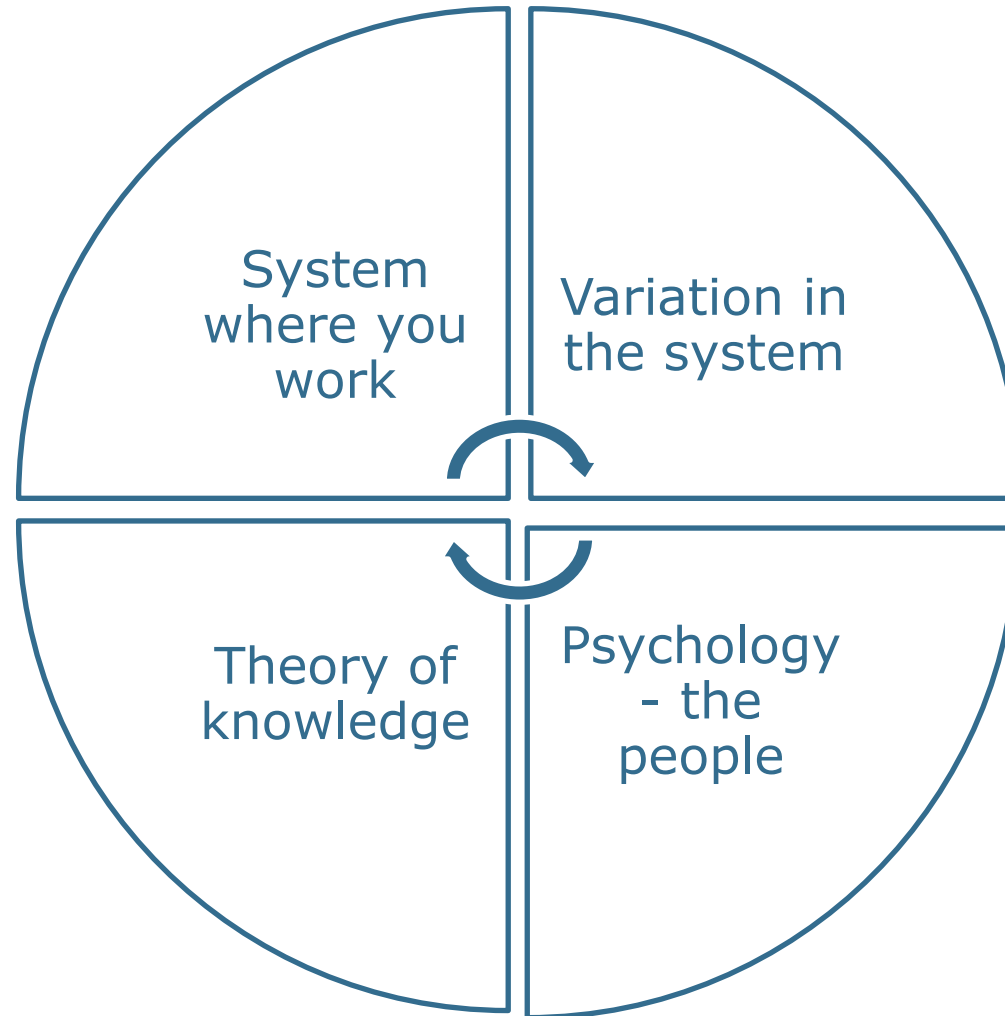
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Based on Juran

## 4. A Theory to Improve

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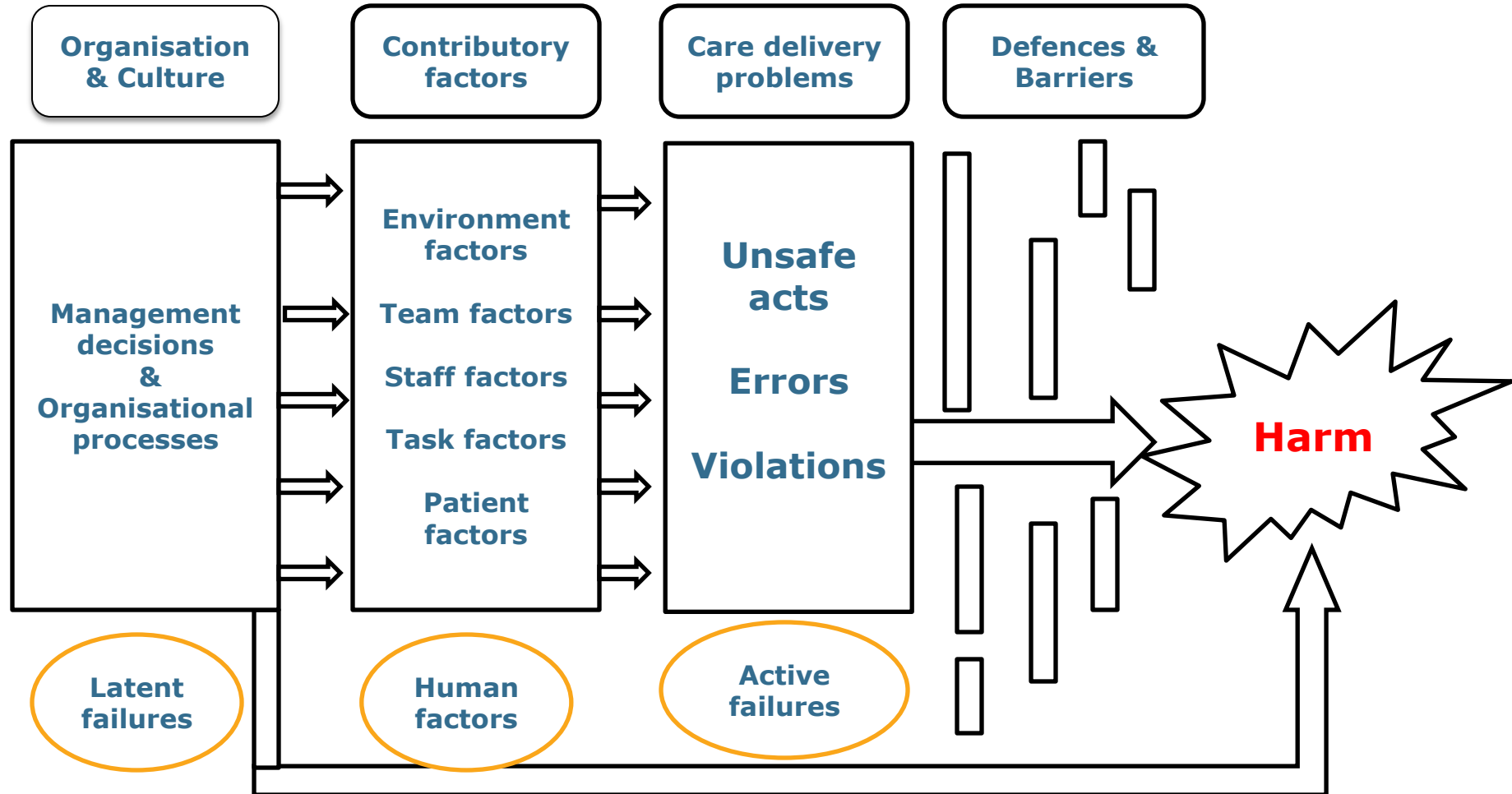
## 5. Framework to Learn

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### **Reporting**

to learn from what does not go well

# Understanding why Harm Happens



# **Reporting**

to learn from what does go well

# From Safety 1 to Safety 2

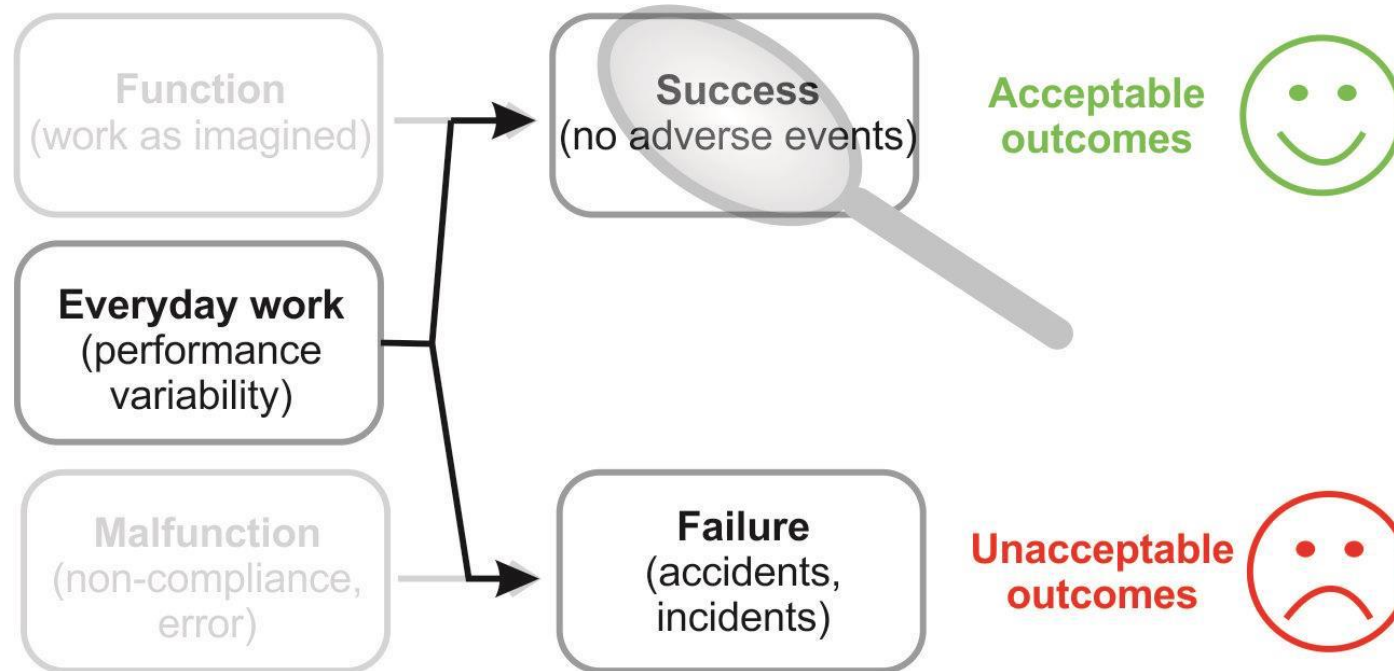


Figure 6: The basis for safety is understanding the variability of everyday performance

# A Holistic Approach

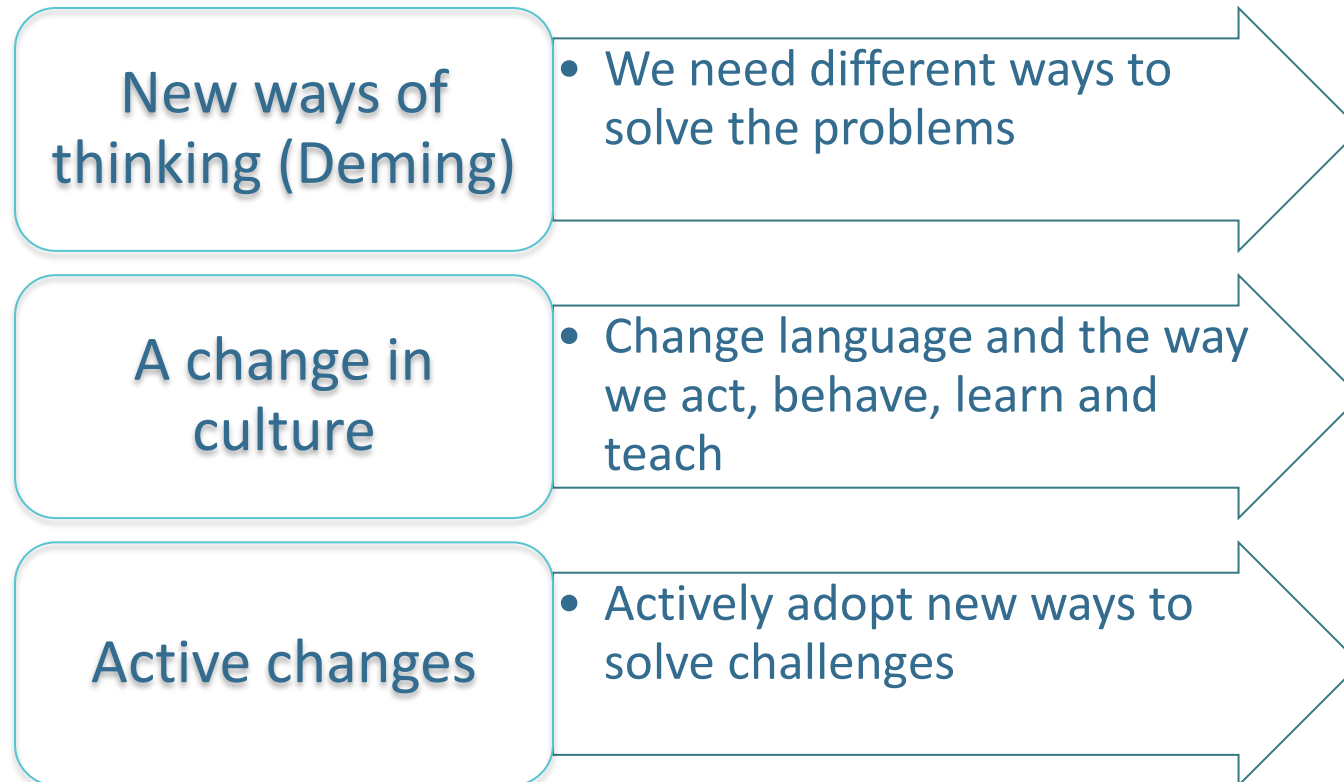


Source: Vincent C, Burnett S, Carthey J. *The measurement and monitoring of safety*. The Health Foundation, 2013.  
[www.health.org.uk/publications/the-measurement-and-monitoring-of-safety](http://www.health.org.uk/publications/the-measurement-and-monitoring-of-safety)

## Moving to person-centred care

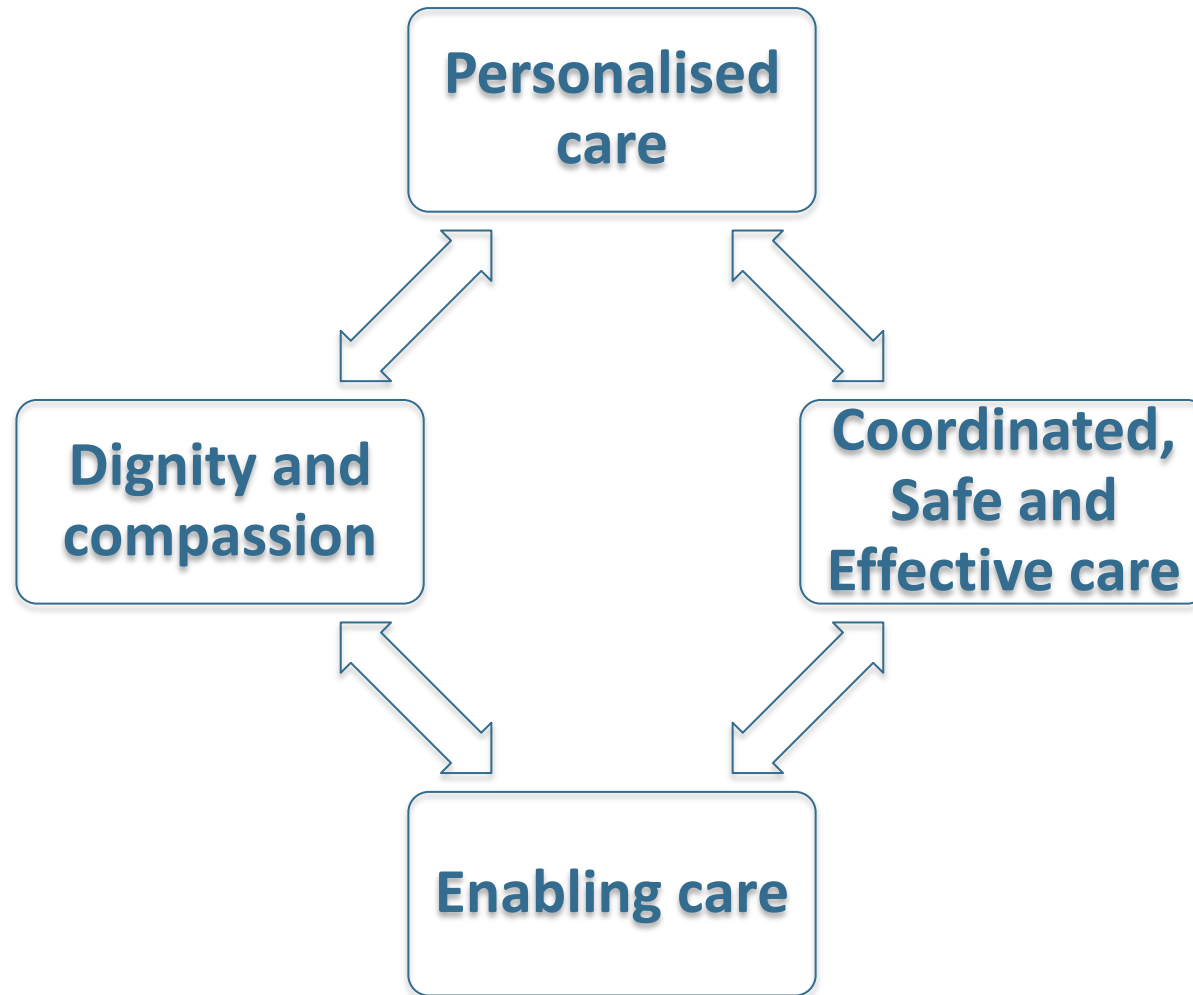


# Bring it Together



# What really matters for Person-Centred Care

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## Listen to Stories

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*“Medicine begins with storytelling.  
Patients tell stories to describe illness; doctors  
tell stories to understand it.”*

Siddhartha Mukherjee

The Emperor of All Maladies: A Biography of Cancer

*“For human beings, life is meaningful because it is a story. A story has a sense of a whole, and its arc is determined by the significant moments, the ones where something happens.”*

Atul Guwande  
Being Mortal

## Know your Underlying Values

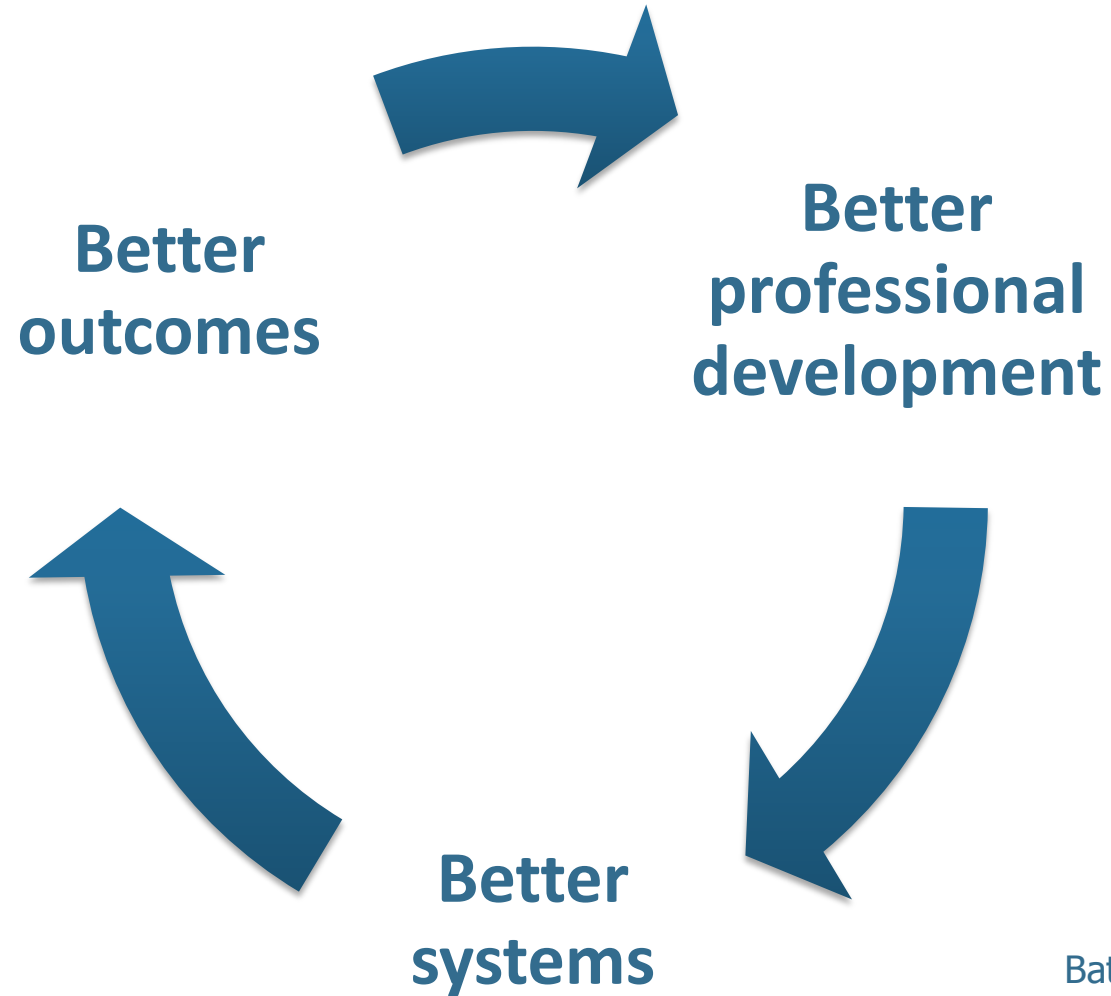
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Does the process lead to  
a culture of person-centred care and facilitate

*“What really matters to me  
as a care giver”*

# Improvement

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