



## Joe Wolfe and Associates have:

- Trained over 3,500 staff in PPPGs/Quality over the last 10 years
- Reviewed services against HIQA standards - For example we reviewed St. Mary's Hospital in the Phoenix Park (full report available on HSE website)
- Reviewed the quality of in excess of 120 services across the Acute Hospital, Intellectual Disability, Older Person, and Mental Health sector in the last 6 years.
- Put in place quality systems for a number of services
- Acted as consultants on developing draft national standards and on developing an audit tool for measuring these for the National Disability Authority
- Acted as consultants for the Health Service Executive on the development of national standards for residential services for adults and children
- Acted as consultants for the Health Service Executive and the Department of Health and Children on evaluating over 30 Section 65 funded agencies
- Acted as consultants for the Mental Health Commission on standards/rules related issues
- Acted as consultants for the Health Research Board on disability related issues
- Conducted specialist investigations/reviews with regard to quality and safety issues in many organisations
- Are the longest established specialist training and support service in the Health and Social Care sectors in Ireland.

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## Quality and Audit Support Are you preparing for HIQA Standards?



## Are you preparing for HIQA Standards?

If so we can ...

- A. Put a quality strategy/system in place which will support you with meeting HIQA standards
- B. Complete an independent 'gap analysis' to identify compliance/non compliance with standards and which provides you with a corrective action plan
- C. Provide a two-day training programme on Quality and Audit, which includes:
  - Putting a quality structure in place in your organisation
  - Understanding the standards and the requirements you need to meet
  - Developing skills in audit and self-assessment
  - Conducting a self - assessment process
  - Preparing for the inspection/monitoring visit

**The outcome of this Programme is that those who participate will be fully conversant with standard/inspection requirements.**

- D. Provide a two-day training programme on Policy, Procedure, Protocol and Guideline (PPPG) Development for staff/management that focuses on PPPGs needed for HIQA inspections and monitoring. The focus of this training includes -
  - Implementing a PPPG system
  - Provision of PPPG templates for us in your service in accordance with HSE and best practice requirements
  - Skills in developing PPPGs
  - Identifying which PPPGs you need to have to comply with standards and legislation
  - Implementation processes
  - Monitoring and review of PPPGs
  - Auditing PPPGs in place

**The outcome of this Programme is that those who participate will be fully conversant with best practice in PPPGs and will have the necessary skill needed to develop and implement PPPGs. Participants will also have completed a number of actual documents required and will take these with them at the end of the training.**

## Testimonials

*'Excellent content and delivery. I feel confident now in applying the theory to practice.'*

**CNMII participant on recent 2-day Quality and Audit Training Programme**

*'Joe Wolfe and Associates have been providing support to The Coombe Women and Infants' University Hospital for a number of years. We have found Joe and his team to be extremely knowledgeable and professional in supporting staff at many levels in the Organisation, particularly in relation to Quality initiatives and in the development and implementation of our policies, procedures and guidelines.'*

**John Ryan, Secretary and General Manager**

*'I am much clearer now on the monitoring and inspection process and on my role in preparing for this through self-assessment.'*

**Nursing Home Manager participant on recent 2-day Quality and Audit Training Programme**

*'This has really enhanced my knowledge and skills on Quality and Audit as relevant to the HIQA standards.'*

**Acting CNMII participant on recent 2-day Quality and Audit Training Programme**

*The training on quality and audit incorporating the HIQA standards provides an excellent foundation for any service to develop a framework which will give real meaning to standards, quality and audit. Group work and the use of relevant templates demonstrate a systematic approach on how services can build on skills available in the organisation to work collaboratively to achieve good practice. A great kick start training programme for any service engaging in audit incorporating the HIQA standards. I would highly recommend it.*

**Mary B. Rice, NMPD Officer, Centre of Nurse and Midwifery Education (CNME), Castlebar**