1: Overview

The International Society for Quality in Health Care (ISQua) is an international organisation whose mission is to “inspire, promote and support continuous improvement in the safety and quality of health care worldwide”. They held their 30th conference at the Edinburgh International Conference Centre (EICC) during 13-16 October 2013, which attracted over 1250 delegates from 73 countries.

Additional information regarding the programme, presentations and poster display can be found at the following links:

- Overall conference programme
- 15 minute oral presentations
- 5 minute oral presentations
- Poster display

Photos from the conference are also available online.

2: NES Representation

The Scottish Patient Safety Programme (SPSP) provides a Scotland-wide approach to improving patient safety and healthcare outcomes. NHS Education for Scotland (NES) supports the national and international drive towards improvements in patient safety, and is a core collaborator in the SPSP via the NES Patient Safety Multi-Disciplinary Group (PSMG).

The PSMG provides a coordinated NES response to all patient safety initiatives and supports the Healthcare Quality Strategy for NHSScotland and other Scottish Government patient safety and quality improvement initiatives. Recently published, the Everyone Matters: 2020 Workforce Vision will be another important driver. This ‘all system’ approach aims to reduce variation and to improve performance, quality and patient outcomes, across all components of the health service.

With respect to the NES Strategic Framework, the work principally aligns itself with Outcome Theme 2, Improved Quality: Education for improving quality to enhance patient safety and people’s experience of services.

NES contributed to the ISQua conference programme via a local organising committee, presentations, posters, and the clinical skills mobile unit. Alongside the Scottish Government and Healthcare Improvement Scotland, NES was a core collaborator at the joint NHS Scotland stand.

2.1: Oral Presentations

- **Anna Betzlbacher** (in capacity of CLAHRC), S. Cotterill, and I.K.M. Summers
  - Replication of a new, evidence-based preventative health trainer service for people at risk of developing Type 2 Diabetes (15 minute presentation booklet, #1477)

- **Carl De Wet**, John McKay, Moya Kelly, Paul Bowie
  - Applying the trigger review method after a brief educational intervention: potential for teaching and improving safety in GP specialty training? (15 minute presentation booklet, #1702)

- **Karyn Devlin**, David Sutherland, Moya Kelly and Paul Bowie
  - Professional characteristics and educational outcomes associated with underperforming general practitioners referred to a regional clinical support group (5 minute presentation booklet, #2498)

- **Ann Wales** and colleagues
  - Testing approaches for getting knowledge into action (Karen Ritchie (Healthcare Improvement Scotland) and Ann Wales, 15 minute presentation booklet, #2478)
  - Developing knowledge brokers to get knowledge into practice for healthcare quality (Ann Wales and Annette Thain, 15 minute presentation booklet, #2614)
  - A knowledge system for improvement: Interventions and a conceptual framework to translate knowledge into healthcare improvement (Ann Wales, 5 minute presentation booklet, #2640)

- **Malcolm Wright**, Chief Executive
  - Scotland’s approach to education for quality

2.2: Posters

- **Fiona Gailey and Philip Cachia**, poster #1465
  - Education Scenarios and Patient Safety – An example for “Enabling Age as an Asset”

- **Paul Bowie and John MacKay**, poster #1536
  - The Systems-Based Management of Laboratory Results in Primary Care: European Consensus on Safe Practices

- **Adam Kyriacou**, John MacKay, Hannah Miller, Fiona McMillan, poster #1683
  - What is the feasibility of interprofessional peer review of significant event analysis? A pilot study

- **Carl De Wet and Paul Bowie**, poster #1705
  - Are composite measures of general practice QOF data more valid indicators of care quality and reliability?

- **Sulsti Holmes**, Irene Black, Christine Young and John Moodle, poster #1846
  - Supporting dental practitioners in the development of local decontamination units in NHSScotland

- **Andrea Baker**, Beverley Beasant and Jean Kerr, poster #2110
  - Getting the best from online resources to improve quality of clinical care

- **Michael Spence**, Anna Betzlbacher (in capacity of CLARHC), Liz King and Anya Telford, poster #2129
  - Addressing the Physical Health Care of People with Severe and Enduring Mental Illness
2.3: Clinical Skills Mobile Unit
NES is committed in ensuring that staff and patients in remote and rural settings are able to benefit from the same cutting edge simulation-based education that is available in specialised centres. The NES Clinical Skills Mobile Unit\(^5\), which was showcased at the conference, aims to address inequity of access to high quality multi-professional education across geographical and professional boundaries. Through the use of state of the art computer controlled simulation equipment, a range of clinical skills education are delivered to healthcare practitioners across Scotland. The unit has delivered over 370 training sessions to more than 3300 staff in 36 remote and rural locations throughout Scotland.

Delegates were encouraged to tour the Mobile Unit and to find out more about the provision of clinical skills training. Copies of the latest newsletter and an evaluation report from the Unit were available at the NHS Scotland stand.

3: NHS Scotland Stand
The NHS Scotland stand was co-hosted by NHS Education for Scotland, the Scottish Government and Healthcare Improvement Scotland.

3.1: NES Showcased Resources
NES showcased a number of key education and training resources for NHS Scotland staff:

- A selection of Patient Safety Education Scenarios
- Clinical skills mobile unit evaluation report
- Clinical skills mobile unit newsletter
- Information leaflet on the Patient Safety Education Scenarios
- Information on Educational resources to support healthcare staff in improving patient safety
- Information on the Quality Improvement Education Framework
- Information on the Quality Improvement e-Learning Modules
- Information on the Quality Improvement Hub resources
- Information regarding the ‘VQ Finder’ and ‘The Admin Centre’
- The Knowledge Network Getting Started Guide
- The September update of the NES Patient Safety Multi-Disciplinary Group

3.2: General Resources
Other resources included information on the Healthcare Quality Strategy for NHSScotland and some of the work of Healthcare Improvement Scotland and SIGN.

3.3: Stand Discussions
- Quality Improvement e-Learning Modules: Discussion around content and availability out-with NHS Scotland.
- The Clinical Skills Mobile Unit: Availability out-with Scotland.
- The Knowledge Network: Access to materials and subscription resources.

Delegates were invited to enter a competition, offering them an opportunity to present their work at the next NHS Scotland event (2014).

\(^5\) Additional information about the work is available on the Clinical Skills Managed Education Network website: http://www.csmen.scot.nhs.uk/
4: Summary

In informing the design and delivery of health service education and continuing professional development, NES was able to disseminate resources and research outputs at an international stage. Our multi-professional approach, staff expertise and educational infrastructure for the development of education for the NHS workforce, generated much discussion.

By engaging with the international arena, we will be able to facilitate the exchange and translation of knowledge, and increase the utility of our research findings.