

Quality News

Quality and Patient Safety Department
Galway Clinic, Doughiska, Galway Co. Ireland

EARNING THE GOLD SEAL OF APPROVAL - 2020

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JCI Accreditation is the ultimate certificate of providing world class healthcare. The Galway Clinic has been accredited by JCI since 2007. Our Patients are receiving care from a leading practice organisation. We have demonstrated a deep commitment to high-quality care; a culture of safety for patients, visitors, and staff. Our willingness to undergo rigorous preparation and examination is commendable, in order to deliver evidence-based practice and Leadership in continuous compliance with required standards.



We have successfully passed the JCI Re-Accreditation - Triennial Hospital Survey conducted February 24 to 28, 2020. It was directed by Ms. Carla Cassidy, the JCI Survey Team Leader & Nursing Surveyor together with Ms. Mariane Semrad - Administrative Surveyor and Dr. Charles Welborn - Consultant Surveyor. This accreditation rewarded Galway Clinic achievements and commitment to excellence.



The Quality & Patient Safety Department, in collaboration with the JCI Chapter Leaders & other stakeholders went the extra mile in preparation for the JCI Triennial Survey with the support of the Board and Executive Leadership. Galway Clinic continues to work with the high standards of care to help them maintain the accreditation, keep up to date with new standards, and offer guidance on the continuous expectation of performance improvement that JCI accreditation promotes.

At the end of the 5 days survey, an impressed Ms. Semrad reconfirmed her statement that *"I will have a profitable education with you."* She also said, *"Your Radiation Safety Program is one of the best I've ever seen."* *"Galway Clinic Staff have never ceased to impress me about the sophistication on the compliance to Facility Management Safety (FMS) standards."*



Dr. Welborn said the statements: *"You have met all the standards on non-academic research"*, *"I'm impressed on the degree of documentation in Physio-therapy Department"*. Furthermore, Ms. Cassidy mentioned the *"Infection Prevention & Control Committee Interview & Tracer session were outstanding"*, and *"Patients are well taken care off by your Nurses with quality care services that we should be proud of."* CEO -Mr.Geoff Moylan proudly received the final result for JCI Re-Accreditation from the Surveyors. He expressed his thanks and congratulations on behalf of Galway & Limerick Clinics.



Aside from patient tracers, Executive Leadership presented the Culture of Safety & Ethical Framework during their interview session with transparency. The Drug & Therapeutics Committee also performed well during their MMU System Tracer. The FMS document review session demonstrated comprehensive processes and effectiveness. The Medical, Nursing & Other Staff Education Qualification Sessions were commendable. The Supply Chain Management, Purchasing & Closed Medical Record Review while challenging, identified strengths and opportunities for improvement.

Nurses, on the front line play a pivotal role in the delivery of high-quality, high-reliability health care. Their commitment to improve quality, promote safety and reduce patient harm is at the heart of the profession and their delivery of patient care. Ms. Cassidy conducted a Patient Interview Session where she met with patients and families to learn about their perception of the care and services provided during their Galway Clinic hospitalization. These reflected the evidence based person centered culture observed with in the Departments hospital wide.

Simultaneous accreditation across the entire hospitals is an outstanding achievement. It demonstrates our commitment to providing the very best care to our patients at all times, while sharing new learning experiences and continuing to develop innovative ways of delivering the highest quality of care. We are proud to acknowledge the distinction of consecutively receiving JCI accreditation.



A Celebration was organized by the CEO Office to rejoice the great effort and job well done of Galway Clinic Staff. Geoff thanked everyone for their commitment, effort and long hours put in for this achievement. It was held in Clayton Hotel on February 28, 2019 packed with refreshments and celebration. It's important to put equal weight on celebrating wins big and small, in many cases even this accomplishment is filled with smaller victories and moments to be proud of. And, both are equally valuable to share.



***"When the awareness of what is achievable brushes your life, your journey has begun."* - Lori Myers**