



# National Care Experience Programme

**Strategy 2022 - 2024**

## About the National Care Experience Programme

The National Care Experience Programme seeks to improve the quality of health and social care services in Ireland by asking people about their experiences of care and acting on their feedback. The National Care Experience Programme is a joint initiative by the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health.

The National Care Experience Programme has a suite of surveys that capture the experiences of people using our services. The Programme implements the annual National Inpatient Experience Survey and the National Maternity Experience Survey, and is currently developing the National Maternity Bereavement Experience Survey, National Nursing Home Experience Survey and National End of Life Survey.

The surveys aim to learn from people's feedback about the care received in health and social care services to find out what is working well, and what needs to be improved.

A National Care Experience Programme Survey Hub is available to provide support, guidance, information and resources to assist providers to develop, conduct and analyse their own surveys, and act upon the findings.

Find out more at [www.yourexperience.ie](http://www.yourexperience.ie).

Figure 1: National Care Experience Programme Strategy Map

## National Care Experience Programme Strategy Map

**Mission** Hearing, understanding and responding to the experiences of people using Ireland's health and social care services to drive and embed sustainable improvements in care.

**Vision** Over the next three years, the National Care Experience Programme will elevate the voice of people using services to drive and embed sustainable improvements in care.

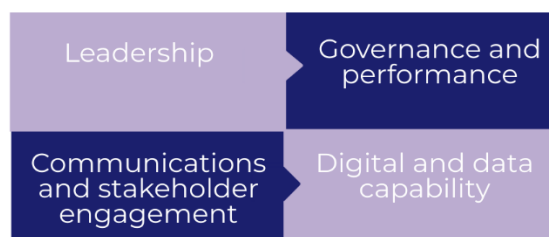
### Values



### Objectives

1. Ensuring that the voice of people using services is used to improve delivery, policy, planning and practice of health and social care services.
2. Ensuring that the programme is responsive, agile and based on national need.
3. Innovating and ensuring methodological rigour.
4. Building sectoral and academic capacity, aligned with the national programme.

### Enablers



## 1. Mission

Hearing, understanding and responding to the experiences of people using Ireland's health and social care services to drive and embed sustainable improvement in care.

## 2. Vision

Over the next three years, the National Care Experience Programme will elevate the voice of people using services to drive and embed sustainable improvements in care.

## 3. Values

The National Care Experience Programme is driven by the values of promoting a human rights-based approach, putting people first, being fair and objective, open and accountable, striving for excellence and working together.

*Figure 2: Values of the National Care experience Programme*



This strategy is underpinned by those values, as set out in figure 2.

## 4. Objectives and priorities

The National Care Experience Programme will achieve its vision by:

Objective 1: Ensuring that the voice of people using services is used to improve delivery, policy, planning and practice of health and social care services

The National Care Experience Programme will maximise the use of survey findings to strengthen the impact of the programme in health and social care services.

### Priorities

By 2024, the National Care Experience Programme will have:

- ensured that the programme's data is trusted and used across the partner organisations to continue to drive cultural change, by acting on the feedback from the people that use health and social care services and using it to inform quality improvement, policy, legislation, regulation and standards
- maximised use of the programme's data across the partner organisations by combining and triangulating survey findings with other sources of available data across the partner organisations
- sought the input of people using services in the design, development and delivery of surveys through citizen inclusion, co-production and co-design
- evaluated the impact of the programme on service provision, planning and practice through engagement with the public and people using services.

Objective 2: Ensuring that the programme is responsive, agile and based on national need

The National Care Experience Programme will capture the experience of people using health and social care services based on national priorities.

### Priorities

By 2024, the National Care Experience Programme will have:

- identified further areas of health and social care to survey, based on national priority
- agreed the frequency of its current and future surveys and reviewed these on an annual basis
- delivered its suite of surveys in line with agreed frequencies
- demonstrated agility by reviewing its survey models and methodologies to ensure that they reflect the national priorities
- built trust and legitimacy with all stakeholders by communicating and engaging in an audience-centric and accessible way.

### Objective 3: Innovating and ensuring methodological rigour

The National Care Experience Programme will build trust in the programme by conducting all methodological and analytical activities to the highest international standards.

#### Priorities

By 2024, the National Care Experience Programme will have:

- consistently provided trusted, timely and transparent reporting of survey results, methods and analysis
- support service providers to use survey findings to develop and implement quality improvement plans (QIPs)
- used innovative methodological, analytical and reporting tools to meet changing needs, capabilities and technologies
- worked with NUI Maynooth on the Health Research Board (HRB) Grant to deliver an interactive solution, underpinned by an algorithm reflecting the ARC (Activity, Resource, Context) model, to provide enhanced insight of the findings for service providers
- created tools to support efficiency and standardisation of survey development, implementation, reporting and actions to share expertise with the public and other relevant stakeholders
- have become an internationally recognised and credible survey provider through publication of academic and non-academic papers in relevant national and international journals and presenting at relevant conferences.

### Objective 4: Building sectoral and academic capacity aligned with the national programme

In recognition of the vital data and information gleaned from the programme, the National Care Experience Programme will build strong links with stakeholders in the public and private sector to further use its data for translational research, and provide inputs to under-graduate and post-graduate programmes for health and social care professionals.

#### Priorities

By 2024, the National Care Experience Programme will have:

- piloted and evaluated the implementation of locally-run surveys by service providers
- built guidance tools and libraries to facilitate the use of a digital survey portal
- built a culture and understanding of the importance of listening to the people who use health and social care services
- provided additional information and materials to assist under-graduate and post-graduate programmes for health and social care professionals.

## 5. Enablers

To enable us to achieve our strategic objectives, the National Care Experience Programme requires:

### Leadership

We will ensure that the National Care Experience Programme is a national leader in ensuring that the voice of people using services is central to improving care and benchmarking itself against care experience programmes internationally.

By 2024, the National Care Experience Programme will have:

- responded to an evolving environment and any disruptions to the delivery of healthcare by reviewing, adjusting and amending our processes, where necessary
- ensured that the programme is aligned to the strategic direction of the three partner organisations
- developed tools and resources for health and social care providers to develop and implement surveys of local, specialised and theme-based care
- ensured trust in survey data by developing and implementing all surveys in line with ethics, legislation, best international practice and national care standards.

### Governance and performance

We will ensure that the National Care Experience Programme will continue to put appropriate governance in place to develop and implement surveys.

By 2024, the National Care Experience Programme will have:

- ensured the National Care Experience Programme governance structure has members that can drive and support delivery of the National Care Experience Programme Strategy 2022-2024
- updated the National Care Experience Programme Memorandum of Understanding, agreeing the roles and responsibilities of each partner organisation
- expanded the governance structure of the National Care Experience Programme to support and deliver the National Care Experience Programme's strategic commitments
- reviewed and updated the National Care Experience Programme's Quality Assurance Framework
- measured the National Care Experience Programme's annual performance in a performance and risk report
- measured and publicly reported on the impact of the programme in an annual impact report which reports on impact and improvement over time.

### Digital and data capability

We will ensure that the National Care Experience Programme has the requisite digital and data capabilities to achieve the strategic objectives.

By 2024, the National Care Experience Programme will have:

- developed a publicly-accessible user experience platform
- developed a digital survey portal to allow for the development, implementation and reporting of surveys and the tracking of corresponding quality improvements across the health and social care system
- ensured the input of people using services in the design, development and delivery of National Care Experience Programme surveys, through citizen inclusion, co-production and co-design.

### Communication and stakeholder engagement

We will ensure that the National Care Experience Programme builds trust in the collection and use of survey data and maximises its reach and impact.

By 2024, the National Care Experience Programme will have:

- developed and implemented a stakeholder engagement strategy
- implemented communication campaigns to ensure awareness of surveys and complete transparency around their conduct
- enhanced communities within the programme, building support from stakeholders
- publicly reported on the findings of surveys and quality improvements.

## 6. Next steps

The National Care Experience Programme will develop annual performance and risk reports aligned with this strategy to drive and record the delivery of strategic objectives. An impact report will be published on [www.yourexperience.ie](http://www.yourexperience.ie) at the end of the strategic period, measuring the impact of the programme in line with its mission, vision, values and strategic objectives.



## 7. Signatories to the National Care Experience Programme Strategy 2022-2024

Signed on this 22 day of December 2021

by 

Pheilm Quinn

Chief Executive Officer

for and on behalf of the **Health Information and Quality Authority**

by 

Marita Kinsella

Director of the National Patient Safety Office

for and on behalf of the **Department of Health**

by 

Joe Ryan

National Director, Operational Performance and Integration

for and on behalf of the **Health Service Executive**

by 

Louise Loughlin

National Manager

for and on behalf of the **National Advocacy Service**

by 

Roisin O' Leary

Senior Patient Advocate

for and on behalf of **Sage Advocacy**

