

Vhi Hospital@Home Journey to JCI Accreditation



What is Vhi Hospital@Home ?

- Consultant led Hospital in the Home service
- Involves the treatment of Vhi members in their homes for various medical conditions
- Patients are referred to the service by their Hospital Consultant or General Practitioner
- Available to Vhi members living in Dublin, Kildare, Meath, Westmeath, Louth, Wicklow and recently Galway
- Approx. 8,000 patients treated to date



What conditions do we treat ?

- Patients who require IV antibiotics
- Patients on Negative Pressure Therapy
- Patients requiring anti-coagulation therapy
- Patients who require TPN
- Patients who require stoma and drain care



How to access Vhi Hospital@Home

- A referral letter is required from a Consultant or GP following assessment and diagnosis
- Following receipt of referral, a member of our clinical team will immediately assess the prospective patient to assure hospital@home is suitable to meet their needs
- Patient will then be admitted onto the service for treatment directed by the referring consultant



Decision to become Accredited

- Vhi Healthcare requirement
- To create a framework for quality care
- To increase the drive in the organisation to improve our service
- To increase the confidence of our stakeholders
- More importantly, we wanted to ensure we had the best outcomes for our patients



Challenges

- Documentation of all process's and procedures
- Additional resources
- Resistance
- Management of change
- Creating a culture which embraces quality and safety



Benefits

- A world recognised quality and safety framework underpins the organisation
- Standardised processes and procedures
- Improvement in work practices across all disciplines
- Improved the confidence of the team in the delivery of care
- Increased transparency through reporting of events
- Culture of continuous quality improvement
- Changed how we do business with others



Learnings

- Requires complete organisational buy-in
- Allocation of appropriate resources
- Allocate more time than you think you will need
- Business as usual during the progress



The JCI Survey week

- Well prepared by our quality partners
- Our quality specialist from HCI on site during the survey
- Managing stress levels
- Not every day of the survey was a good day
- Management of surveyors



Thank You

