

Maturity Matrix TI Quality and Governance Self-Assessment and Evidence – **Overall Score Level 2 Basic, July 2020**

Criteria	Evidence	Outcomes and Measures	Self-Assessment Score and Comments
<b>Quality Planning</b>	<ul style="list-style-type: none"> <li>• Patient experience sub group in place - and informing priorities.</li> <li>• Real time patient surveys - feedback received and beginning to inform quality planning/improvement overall.</li> <li>• Quality is an item on every board agenda, starting with a patient story.</li> <li>• Quality features in the IMTP 2019/20, features strongly in the 2020/21 IMTP (Not yet approved).</li> <li>• Analysis completed of COVID-19 impact on CTM concerns, incidents and SIs</li> <li>• COVID-19 Workforce plan to support increased capacity</li> <li>• CTM COVID-19 community survey as part of risk communication and communication engagement informing regional approach to Test-Trace-Protect Programme</li> <li>• Quality Governance Framework in place</li> </ul>	Being developed	Level 2 Early Progress

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<b>Quality Assurance and Control (Quality Strategy)</b>	<ul style="list-style-type: none"> <li>• A QIA process developed</li> <li>• Effective ward walkabouts in place</li> <li>• Patient and staff stories are being used proactively to focus conversations on quality of patient care</li> <li>• Triangulation of concerns, complaints and serious incidents happening more systematically in weekly Exec-led and Exec Team meetings as well as in monthly management Board meetings</li> <li>• CBMs' focus on quality measurably greater</li> <li>• Exec-led performance accountability meetings in place</li> <li>• Staff training on complaints and SI has started</li> <li>• The managing concerns improvement plan has been finalised</li> <li>• Quality Impact Assessments (QIAs) being used to support COVID-19 decision making.</li> <li>• Quality Dashboard development has progressed well</li> <li>• Integrated Locality Groups produce Quality Reports which provide assurance around quality of care</li> <li>• Quality Governance arrangements for non-COVID-19 have been detailed</li> <li>• QIA procedure amended to reflect learning from COVID-19</li> </ul>	Being developed	Level 2 Early Progress
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<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Improvement CTM plan socialised widely, demonstrates commitment of CTMUHB to embedding approach to Quality Improvement</li> <li>• 2x joint posts with Improvement Cymru recruited to</li> <li>• Other recruitment to Improvement CTM have commenced</li> <li>• The systems and resources to support improvement and innovation work have developed further</li> <li>• Learning item now starts Management Board meetings</li> <li>• QI teams involved in developing COVID-19 processes e.g. staff testing</li> <li>• We are growing our capacity to take forward QI work by making progress with recruitments to leadership and delivery posts in 'Improvement CTM'.</li> <li>• We have developed new systems through the Regional Innovation Hub for supporting innovative work.</li> <li>• We have invested in additional analytics capacity to help us and our staff and departments access data and intelligence to inform innovation and improvement</li> </ul>	Being developed	Level 2 Early Progress
<b>Risk and Assurance</b>	<ul style="list-style-type: none"> <li>• BAF revised and approved at Board in Jan 2020</li> <li>• Risk Strategy revised and going to Management Board in Feb 2020</li> <li>• Workshops/training being arranged for ILGs on risk</li> <li>• Risk Appetite session for Board scheduled for April 2020</li> <li>• COVID-19 Risk Profile Report (updated every week)</li> </ul>	Being developed	Early Progress – Level 2

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	<ul style="list-style-type: none"> <li>• Log of Corporate Deferred Business due to COVID-19</li> <li>• Changes in Board and Committee operating during COVID-19</li> </ul>		
<b>Governance</b>	<ul style="list-style-type: none"> <li>• Deloitte Board Development Programme agreed and being scheduled</li> <li>• ILG draft ToRs</li> <li>• System Group draft ToRs</li> <li>• New approach to Committee reporting to strengthen assurance to Board agreed and being implemented</li> <li>• New Committees established and ToRs of all Committees reviewed</li> <li>• Performance Management Framework developed and going to Board in March 2020</li> <li>• Actions from Steve Combe Report being implemented</li> <li>• Board Report template refreshed and introduced</li> <li>• Board writing training delivered</li> <li>• Complaints plan on a page</li> <li>• SI plan on a page</li> <li>• Update on the Improvement Plan to support the Intervention into CTM systems and processes for reporting, management and review of patient safety incidents and concerns (May 20)</li> <li>• COVID-19 Scheme of Delegation implemented</li> <li>• Gold COVID-19 decision audit undertaken</li> <li>• COVID-19 Accountability Letter</li> <li>• Development of universal mortality reviews in CTM</li> <li>• National Clinical Audit Programme and COVID-19 Impact</li> </ul>		Early Progress – Level 2