

# International Society for Quality in Health Care Strategy 2018-2020

Adapted and developed from the Board meeting March 2018

The next three years

4/5/18

# International Society for Quality in Health Care Strategy 2018-2020

**Mission:** To inspire and drive improvement in the quality and safety of healthcare worldwide through education and knowledge sharing, external evaluation, supporting health systems and connecting people through global networks.

**Vision:** To be the global leader of transformation in healthcare quality and safety.

**Values:** Transparency, Integrity, Diversity, Ethical, Excellence, Evidence-Based.

Strategic Aims	<b>Build</b> Build on our foundation programmes & their successes	<b>Develop</b> Develop interventions for improving quality & safety – Networks	<b>Expand</b> Develop programmes in regions & expand impact in LMIC	<b>Maintain</b> Maintain develop & foster strategic partnerships
How?	<ul style="list-style-type: none"> <li>Knowledge Management</li> <li>External Evaluation</li> <li>Members</li> <li>Patients</li> </ul>	<ul style="list-style-type: none"> <li>QI networks</li> <li>Advisory services to develop and promote quality and patient safety</li> <li>Communities of Practice – Regions, Safety, Patients</li> </ul>	<ul style="list-style-type: none"> <li>Communities of Practice</li> <li>Support Universal Health Coverage</li> <li>NQPS</li> </ul>	<ul style="list-style-type: none"> <li>WHO</li> <li>World Bank</li> <li>IH</li> <li>IAPQ</li> <li>IHF</li> <li>New Partnerships</li> </ul>
Strategic Priorities	<ul style="list-style-type: none"> <li>a vibrant sustainable membership organisation that provides benefits and services for its members</li> <li>global leader in supporting the development &amp; improvement of health &amp; social care to external evaluation organisations</li> <li>be the leading international networking, research &amp; educational event for all involved in improving health and social care worldwide</li> <li>be a leader for enabling access to and/or providing healthcare quality and patient safety education</li> </ul>	<ul style="list-style-type: none"> <li>develop innovative solutions working with our Members, partners and patients</li> <li>offer the opportunity for organic growth of ISQua and of the spreading of skills, knowledge and shared learning.</li> <li>Facilitate research</li> <li>Policy Development</li> </ul>	<ul style="list-style-type: none"> <li>develop an improvement network of healthcare providers in all regions with a special focus on LMIC and provide support for continual improvement in resource poor environments</li> <li>build sustainable knowledge sharing through Communities of Practice and supporting local programmes and meetings</li> <li>support QI networks and offer advice and support to local organisations</li> </ul>	<ul style="list-style-type: none"> <li>work with stakeholders and partners to help deliver and enhance programmes to improve the quality of care for people worldwide</li> <li>continue to strengthen relationships with partners</li> </ul>

To achieve this we will be bold, focus on our customers and members, develop new business models and cultivate existing and new partnerships.

The aim of the strategy is to provide the direction for ISQua over the next three years. The strategies are inter-dependent with a common purpose, and person-centred care at the core. As a membership organisation, ISQua aims to increase the network of Members worldwide with a focus on developing benefits for Members so they are supported in their efforts to innovate, transform, develop and improve safe person-centred care.

## Vision

To be the global leader of transformation in healthcare quality and safety.

## Mission

To inspire and drive improvement in the quality and safety of healthcare worldwide through education and knowledge sharing, external evaluation, supporting health systems and connecting people through global networks.

## Values

Transparency, Integrity, Diversity, Ethical, Excellence, Evidence-Based.

## TAG Line

Inspiring and driving improvement in the quality and safety of healthcare worldwide.

## Underlying principles for the strategy

- Placing people, patients and health care providers at the core of all our work.
- Serving all our Members, consumers, customers and stakeholders.
- Being a global organisation in all our activities.
- Developing a financially viable base.
- Effectively enabling networks of people and organisations who want to improve care by different means.
- Facilitate the development of policy and research in Quality Improvement, Patient Safety and External Evaluation.

To achieve this we will be bold, focus on our customers and Members, develop new business models and cultivate existing and new partnerships.

## 1. Build on our foundation and our success

- Knowledge Management
- External Evaluation
- Members
- Patients

## 2. Develop interventions for improving quality and safety

- QI networks
- Advisory services to develop and promote quality and patient safety
- Communities of Practice – e.g. Regions, Safety, Patient Engagement.

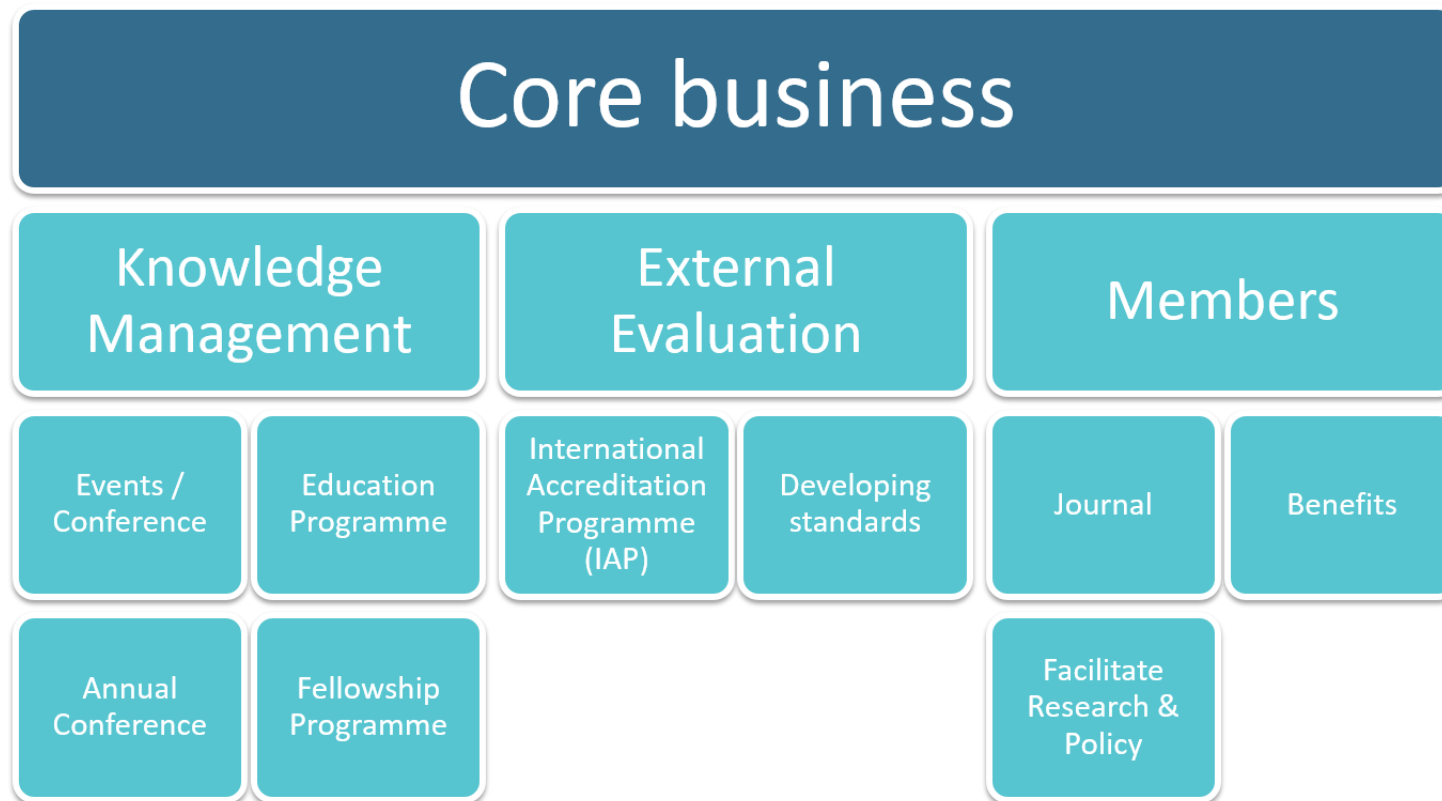
## 3. Develop programmes and expand impact in all regions

- Communities of Practice and Networks
- Support Universal Health Coverage
- Focus on WHO Programmes
  - NQPS
  - Maternal Child Health
  - Universal Health Care
  - Integrated Care
  - World Safety
- Focus on LMIC

## 4. Maintain develop and foster strategic partnerships

- World Health Organization (WHO)
- World Bank
- Institute for Healthcare Improvement (IHI)
- International Alliance of Patients' Organizations (IAPO)
- International Hospital Federation (IHF)
- New partnerships to further the aims of ISQua
- Other partnerships (Appendix 1)

## Strategy Aim 1: Build on our foundations and our success



- ISQua aims to be a vibrant sustainable membership organisation that provides benefits and services for its institutional and individual Members.
- ISQua is the global leader in supporting the development and improvement of health and social care to external evaluation organisations.
- The ISQua conference aims to be the leading International networking, academic research and educational event for all those involved in improving health and social care worldwide (payers, researchers, accreditors, improvers, providers, educators, policy makers and consumers (patients). Our regional conferences partner with local organisations to spread knowledge.
- ISQua aims to be a leader for enabling access to and/or the providing healthcare quality and patient safety education and research.
- Ensure the International Journal for Quality in Health Care (IJQHC) is the journal of choice for publication in the field.

## Strategic Aim 2: Develop interventions for improving quality and safety - Networks

As an organisation, ISQua is a network of individuals and organisations aiming to improve healthcare and safety. ISQua will develop innovative solutions working with our partners and patients; this will be achieved through the promotion of networks and Communities of Practice. These offer the opportunity for sustainable growth of ISQua and of the spreading of skills, knowledge and shared learning.

# Networks

Quality  
Improvement

Safety

Patients  
Engagement

Communities  
of Practice in  
Regions

### Strategic Aim 3: Expand and develop programmes impact in regions and LMIC

ISQua aims to develop an improvement network of healthcare providers in all regions with a special focus on LMIC and provide support for continual improvement in resource poor environments with regional networks and Communities of Practice e.g. in Africa, the Indian subcontinent, Central and South America in the first instance followed by other regions.

All our programmes will aim to build sustainable knowledge sharing through Communities of Practice and supporting local programmes and meetings. We will support QI networks and offer advice and support to local organisations.





## Strategic Aim 4: Maintain, develop and foster strategic partnerships

As an international society, ISQua will work with Members, stakeholders and partners to help deliver and enhance programmes to improve the quality of care for people worldwide including continuing to strengthen relationships with partners such as the WHO, World Bank, IHI, IAPO and the IHF. Support specific WHO programmes such as National Quality Policy and Strategy (NQPS), Integrated Care, Universal Health Coverage (UHC) and the WHO Patient Safety Programme.

# Working Strategically with Partners

World  
bank

WHO

IAPO

IHI

IHF

Partners  
in LMIC

New  
Partners

## Appendix 1

Current and potential partnerships	Memorandum of Articles of Association	Letter of Agreements
<ul style="list-style-type: none"> <li>• World Health Organisation</li> <li>• World Bank</li> <li>• Institute for Healthcare Improvement (IHI)</li> <li>• International Alliance of Patient's Organizations (IAPO)</li> <li>• International Hospital Federation (IHF)</li> </ul>	<ul style="list-style-type: none"> <li>• Royal Australian College of Surgeons</li> <li>• Institute of Clinical Effectiveness and Health Policy, University of Buenos Aires (IECS)</li> <li>• Jefferson College of Population Health</li> <li>• China Federation for Hospital Quality Management (CFHQM)</li> </ul>	<ul style="list-style-type: none"> <li>• Royal College of Surgeons Institute of Leadership</li> <li>• National Patient Safety Foundation</li> <li>• Cognitive Institute</li> <li>• Boston Children's Hospital</li> <li>• GS1</li> <li>• Asian Society for Quality in Health Care and Joint Commission (JCT)</li> <li>• International Foundation for Integrated Care</li> <li>• Health Improvement Scotland</li> <li>• HealthCareCan</li> <li>• Clinical Excellence Commission</li> <li>• American Medical Informatics Association</li> <li>• The Office of Biobank Education and Research</li> <li>• Japan Council for Quality Health Care</li> <li>• Canadian Patient Safety Institute (CPSI)</li> <li>• NHS Leadership Academy</li> <li>• Palladium International, LLC</li> </ul>