



HCI Academy

Quality and Safety
Education and Professional
Development Programme



About HCI

HCI is a professional services provider of patient safety, regulatory compliance, and quality improvement intelligence and support to health and social care organisations.

Our philosophy is based on delivering a value-added quality and safety service to the organisations we work with. We adopt a positive, supportive and innovative approach in improving quality of care and patient safety.

HCI has worked with over 600 healthcare organisations in acute care, aged care, disability services, home care, mental health, regulatory bodies, child and family services, primary care and community care.

Our Services



HCI Academy

“*Excellent training session. Trainer was really good at facilitating our needs and went above and beyond what we would have expected.*”

HCI Academy is a Quality and Safety Education and Professional Development Programme provided by HCI. We provide tailored training programmes to all types of health and social care organisations in Ireland.

All our training programmes are based on legislative requirements, standardised guidance and evidence based best practice. They can be delivered onsite to your staff and tailored to your organisation's specific needs.

We offer the choice of topic specific *One Day Training Programmes* or the option to combine a number of training modules to form a *Modular Training Day*. This way you can make sure you are getting the most from your training investment.



Training programmes are based on standards, best practice, and regulatory requirements



Training programmes can be tailored to your organisations needs



Training programmes can be delivered onsite to your staff

Choose From:

21

One Day Training Programme Options

103

Modular Training Programme Options

HCI One Day Training Programmes

Governance and Leadership	Duration
Managing your Service in line with HIQA National Standards for Safer Better Healthcare 2012	1 day
Effective Governance and Corporate Risk Management in Health Care	1 day
Identification, Evaluation, and Management of Risk in Healthcare	1 day
Professional Development Programme for Persons In Charge (Disability Services).	1 day
Professional Development Programme for Persons In Charge (Residential Care Services for Older Persons)	1 day
Professional Development Programme for Registered Provider (Disability Services)	1 day
Professional Development Programme for Registered Provider (Residential Care Services for Older Persons)	1 day
Preparing for HIQA Inspection (Residential Care Services for Older Persons & Disability Services)	1 day
Quality and Safety Management Systems	Duration
Effective Management of Complaints in Healthcare	1 day
Management of Internal Audits in Healthcare	1 day
Development of evidenced based policies procedures, protocols and guidelines (PPPG) for Healthcare Services	1 day
Quality Assurance and Continuous Improvement in Healthcare	1 day
Incident Identification, Management, Response and Learning in Healthcare	1 day
Management of Serious Incidents and Investigations in Healthcare	1 day

Service Provision	Duration
Person Centred Care Planning - Effective assessments to best practice care delivery	1 day
Safeguarding and Protection of Vulnerable Adults	1 day
Management of Behaviour that is Challenging, including Restrictive Practices	1 day
Provision of Evidenced Based Medication Management Practices	1 day
The Assisted Decision Making Act 2015: Effective implementation	1 day
Staff Training	Duration
Induction Training for Staff in Residential Care Services for Older Persons	1 day
Effective Training Needs Analysis (TNA) and Competency of Staff.	1 day



“Trainer delivered the training really well, sharing knowledge on subject and was very engaging which made the course easier to understand.”

HCI Modular Training Bundles

Customise your training day to meet your needs:

Combine a number of training modules per one day's training (maximum 6 hours of modules)

Facilities & Equipment Management	Duration
Management of the Physical Environment	1 hour
Security and Building Access (including the Use of CCTV)	1 hour
Equipment - Service Maintenance and Calibration	1 hour
Equipment - Cleaning and Decontamination	1 hour
Vehicle Insurance, Management and Maintenance	1 hour
Development of New and Existing Buildings	1 hour
Infection Prevention and Control	Duration
Prevention and Control of Waterborne Infections (including Legionella)	1 hour
Infection Prevention and Control	1 hour
Management of MRSA	1 hour
Management of Clostridium Difficile	1 hour
Management of Norovirus	1 hour
Education and Practice of Hand Hygiene Techniques	1 hour
Management of Sharps and Needle Stick Injury	1 hour
Management of Influenza	1 hour
Management of ESBLs	1 hour
Management of Blood Borne Viruses	1 hour
Management of an Infectious Outbreak	1 hour
Management of CBE	1 hour

Infection Prevention and Control (<i>continued...</i>)	Duration
Use of Personal Protective Equipment	1 hour
Clinical and Non-Clinical Waste Management	1 hour
Best Practice in Cleaning	1 hour
Management of Spills	1 hour
Uniform and Dress Code	1 hour
Laundry & Linen Management	1 hour
Governance	Duration
Change Management (incorporating Privacy Impact Assessment)	1 hour
Management of HIQA Notification Forms	1 hour
Development and Agreement of Resident Contract of Care	1 hour
Health and Safety	Duration
First Aid Treatment	1 hour
Management of Resident Smoking	1 hour
Utilising Correct Manual Handling Techniques	1 hour
Management of Internal Emergencies (incorporating Fire Safety and Evacuation)	1 hour
Personal Emergency Evacuation Plan	1 hour
Health and Safety Risk Management	2 hours
Food Safety	1 hour
Staff Training Processes	Duration
Staff Induction, Orientation and Supervision	1 hour
Staff Education and Training	1 hour

Provision of Care	Duration
Management of Admission, Assessment and Care Initiation	1 hour
Resident Individual Care Plan Development and Implementation	2 hours
Management of Resident Absconson	1 hour
Promoting and Maximising Resident Health and Well-Being	1 hour
Skin Assessment and Pressure Ulcer Treatment and Prevention	1 hour
Wound Care Management	1 hour
Management and Care of Urinary Catheters	1 hour
Bowel Care and Promotion of Faecal Continence	1 hour
Resident Toileting Access and Management	1 hour
Prevention and Management of Falls	1 hour
Resident Oral and Mouth Care including Dentures and Dental Care	1 hour
Resident Ophthalmic Assessment and Medication	1 hour
Resident Auditory Assessment Medication and Hearing Equipment	1 hour
Pain Management for Residents	1 hour
Indications for Use Administration and Follow-up of Diagnostic tests	1 hour
Performing a Safe and Successful Venepuncture Review	1 hour
Nutritional Status and Management	1 hour
Enteral Nutrition	1 hour
Management of Hydration and Fluid Maintenance	1 hour
Care of the Resident with Dementia/Cognitive Impairment	1 hour
Provision of Resident Intimate Care	1 hour
Resident Access to GP Services	1 hour

Provision of Care (<i>continued...</i>)	Duration
Resident Access to Therapeutic, Rehabilitative and Complementary Therapist	1 hour
Resident Transfer Discharge and Overnight Leave	1 hour
Management of Palliative and End of Life Care	1 hour
Urinary Tract Infection	1 hour
Tracheostomy Care and Management	1 hour
Care of High Risk Residents and Provision of High Risk Services	1 hour
Management and Treatment of Residents Drug Addiction	1 hour
Management and Treatment of Residents Alcohol Addiction	1 hour
Management and Treatment of Delirium	1 hour
Management of Epilepsy	1 hour
Management of Residents with Diabetes Type 2	1 hour
Management of Residents with Diabetes Type 1	1 hour
Management of Oxygen Therapy	1 hour
Management Behaviour that is Challenging and Behavioural and Psychological Symptoms of Dementia	2 hours
Provision of Therapeutic and Modified Consistency Diets	1 hour
Record Management	Duration
Resident/Service User Record Management - Creation Initiation Content and Review	1 hour
Safeguarding and Protection of Vulnerable Adults	Duration
Safeguarding and Protection of the Resident	1 hour
Recognising and Responding to Allegations of Abuse	1 hour

Safeguarding and Protection of Vulnerable Adults (<i>continued...</i>)	Duration
Management of Whistleblowing	1 hour
Security of Residents' Accounts and Personal Property	1 hour
Use of Restrictive Practices	2 hours
Meeting the Needs of Residents at Risk of Self Harm	1 hour
Resident/Service User Rights	Duration
Maximising Resident's Autonomy and Independence	1 hour
Individual Risk Management Planning	1 hour
Meals and Mealtimes - Planning and Facilitating Resident Choice	1 hour
Resident Resuscitation Status and Management	1 hour
Facilitating Resident Daily Living, Activities and Social Contacts	1 hour
Management of Resident Information and Education Material	1 hour
Resident Communication Techniques	1 hour
Provision of Information to Resident's Family	1 hour
Management of Accommodation and Communal Space	1 hour
Visiting Residents at the Residential Home	1 hour
Provision of Advocacy Services for Residents	2 hours
Residents Rights, Development, Review, Approval and Communication	2 hours
Resident Involvement, Consultation and Feedback	1 hour
Obtaining Resident Consent (incorporating Assisted-Decision Making Capacity Act, 2015)	3 hours
Respecting the Privacy and Dignity of the Resident	1 hour

Training Delivery

HCI **One-Day Training Programme** fully address a singular topic and is delivered **onsite** in your organisation.

HCI **Modular Training** is a one-day training programme, delivered **onsite** in your organisation with the content selected by you from any of the HCI Modular Training Bundles available (maximum of 6 hours for one training day).

Training is interactive, delivered using a combination of **presentations, workshops** and practical application tools and techniques.

“ *The trainer was excellent at delivering the course. Very engaging and made it an enjoyable.* ”

Accreditation

Subject to approval, the training courses will offer various levels of CEU points from the Nursing and Midwifery Board of Ireland (NMBI) and/or CPD points from the CPD certification service.

“ *The course was really informative and useful.* ”



Our Experience

14+

HCI has **over 14 years' experience** in developing and delivering training and education programmes.



We have worked with a wide variety of **health and social care organisations** to help ensure the implementation of **best practice, regulatory compliance** and **accreditation approval**.



Our quality and safety and regulatory experts provide healthcare staff with the **tools** to assist them to **execute their duties** and **build internal capacity**.

Examples of our work include:

- Training Assessor Programme for the Medical Council.
- Development and delivery of training on Evidence Based Policies and Procedures in line with HIQA Standards for Children's Residential Centres.
- Development and delivery of a surveyor training programme for ISQua Surveyors in line with ISQua Guidelines and Standards for Surveyor Training Programmes.
- Development and delivery of an inspector training programme for Mental Health Commission (MHC) in line with the MHC Judgement Support Framework.

“*Really enjoyed the two days of training – leaving with a lot more confidence / information than I started with. Well done – keep up the excellent training!*”



Examples of our work include:

- Development and delivery of an inspector training programme for Tusla – Child and Family Services (Early Years Inspectorate) inspectors in line with the Tusla Judgement Support Framework.
- Development and delivery of accreditation survey training programme in line with the Joint Commission International (JCI) accreditation standards for Hospitals, Long Term Care, Homecare and Ambulatory Care.
- Development and delivery of a training programme for individuals conducting audits in line with the HIQA National Standards for Safer Better Healthcare. The training programme has been delivered in over 20 acute hospitals.
- Development and delivery of a training programme for individuals conducting audits in line with the HIQA National Standards for Residential Services for Children and Adults with Disabilities. This training programme has been delivered to over 40 Disability Service Providers.
- Development and delivery of a training programme for individuals conducting audits in line with HIQA National Standards for Residential Care Settings for Older People in Ireland. This training programme has been delivered in over 200 Nursing Homes in Ireland.
- Development and delivery of training programmes for Risk Management, Internal Audits, Tracer Systems, PIC Training, Incident Management, Governance Training and Policy and Procedure Development for various healthcare organisations including nursing homes, disability services, homecare, mental health and acute care.



“ *Excellent presentation, learnt so much and it has given me confidence that we are on the road to meeting the HIQA regulations and standards.* ”

Meet the Team

The HCI Team comprises of **25+ dedicated professionals** from a range of complementary backgrounds including quality and safety in healthcare, quality systems development, nursing, dietetics, care of the elderly, acute care, disabilities, project management, healthcare law, information systems, organisational governance, social science and human resources.



“ *Very useful training.
Excellent trainer –
enjoyed very much!* ”

Team Biographies

As CEO of HCI, John is responsible for leading an international professional services organisation that provides managed services for patient safety, quality improvement and regulatory compliance in health and social care organisations. John has significant experience in the creation and delivery of training programmes relating to quality and safety processes.

John was involved in the development, and international accreditation, of the surveyor training programme for Irish Health Services Accreditation Board (IHSAB). He also developed and delivered the surveyor training programme for ISQua Surveyors in line with ISQua Guidelines and Standards for Surveyor Training Programmes.

Prior to establishing HCI, John held the position of Director of Research and Development with the Irish Health Services Accreditation Board (IHSAB), the precursor to the Health Information and Quality Authority (HIQA). In this role he had overall responsibility for the development, and international accreditation, of the Acute, Palliative and Residential Care Accreditation Standards.

John is an honorary lecturer of the Royal College of Surgeons in Ireland. In 2012 he was appointed as an International Society for Quality in Healthcare (ISQua) Expert and in 2013 he was elected to the Board of ISQua.

John holds a Bachelor of Science degree and Master of Science in Quality Management.



John Sweeney
CEO, HCI

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“ *Great information given. Facilitator was insightful, interesting and engaging. Very enjoyable course! Thank you.* ”

A founder of HCI, Pamela has been instrumental in developing the services provided to HCI clients in Acute Care, Residential Care, Disability Services, Home Care and Medical Transport. Pamela specialises in overseeing the managed support services provided to care organisations in their preparation for accreditation and regulation, providing services such as full development and management of the Quality and Safety Management System; GAP Analysis; Patient Tracer Audits and Reviews; Quality and Patient Safety Data preparation, Mock Surveys and Mock Interviews; Staff Education and Training; and support with the development and implementation of Strategic Improvement Plans.

Pamela has extensive experience in delivering education and training programmes specific to documented processes, governance, audit, quality tools and techniques and risk management.

Prior to HCI, Pamela was responsible for the development of standards for the Irish Health Services Accreditation Board including standards for Palliative Care and Residential Aged Care.

Pamela holds a BSc. Human Nutrition and Dietetics (Trinity College Dublin), H. Dip. Quality in Healthcare Management (Royal College of Surgeons) and a Masters in Project Management (University of Limerick). Pamela also has Train the Trainer QQI Level 6. She reviews journal articles annually for submission to the International Forum for Quality and Safety in Healthcare, and is also a guest lecturer at Trinity College Dublin, Ireland.



Pamela Fagan
Chief Projects Officer, HCI

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*“Excellent
informative
conference. Very
well delivered
Pamela – thanks!”*

As Chief Technical Officer, Oonagh develops effective systems which address organisational regulatory requirements while meeting business needs. Through her evaluation of emerging research tools and technology, Oonagh incorporates best-in-market techniques throughout the HCI services.

Oonagh has substantial experience in the development and delivery of training programmes in the areas of Risk Management, Person in Charge Training for Disability Services, Person in Charge Training for Nursing Homes, Internal Audit and Policy and Procedure Training.

Oonagh carries extensive experience from the medical devices, laboratory and tissue and blood establishment sectors, combining Quality Management System development with national and international regulatory compliance. Through this work, Oonagh has developed key skills in relation to risk management, incident reporting and development of feedback mechanisms.

A graduate of National University of Ireland, Galway, Oonagh holds a B.A. in Economics and Sociology and Politics and a Masters in Applied Science (Operations and Quality Management). Oonagh has also lectured extensively within NUIG and is a qualified ISO Lead Auditor.



Oonagh Gilvarry
Chief Technical Officer,
HCI

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“*Course was brilliant and very relevant to my role.*”

As Senior Practice Development Specialist Serena provides evidenced based training to healthcare organisations. This involves extensive market research on best practice to ensure HCI is delivering training that is in line with regulatory requirements, best practice and international trends in healthcare.

In her previous role as Senior Quality and Safety Specialist, Serena was responsible for the development and implementation of Quality Management Systems in healthcare organisations. She oversaw the development and implementation process, which included facilitating process mapping, restructuring quality processes, audit management, developing customised care planning and supportive evidenced based tools, quality improvement, and educating and training staff of all levels.

With a clinical background in international Nursing, Serena has over 20 years' experience working in the healthcare sector. Serena has worked in a number of clinical and managerial settings and has a strong background in medical, surgical and general nursing. Serena also has several years' experience in community home care where she was Director of Care for a home care provider overseeing the delivery of over 20,000 hours of high quality care and ensuring adherence to their quality system and processes. She has implemented induction programs for Student Nurses and Newly Qualified Nurses internationally and was involved in the consultation process of Ireland's first ISO specific Standards for Home Care.

Serena holds an Associated Degree of Applied Science in Nursing (AASN) (Cochran School of Nursing, NY and Masters in Occupational Health Medicine and Wellbeing MSc. (University College Cork).



Serena Horkan
Senior Practice
Development Specialist,
HCI

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“*Excellent facilitator, very clear and competent in her delivery – well delivered course.*”

As a Senior Quality and Safety Specialist, Derek brings extensive experience in healthcare and quality assurance to support HCI clients in their development and implementation of Quality Management Systems in their respective healthcare settings.

Derek is responsible for the successful implementation of Joint Commission International (JCI) accreditation in acute care sector, and the home care sector. He is also responsible for quality and patient safety management of Long-term care environments fulfilling HIQA requirements.

Derek provides regular education and training support to clients on quality improvement in line with JCI and HIQA requirements. Derek has also worked with the Medical Council on the development and delivery of their Assessor Training Programme.

Prior to working with HCI, Derek was a chartered physiotherapist for 12 years in both the private and public healthcare sectors in the Netherlands, Norway, Australia and Ireland. He has extensive experience in the areas of orthopaedics, acute medical assessment, cardiac surgery and rehabilitation and musculoskeletal physiotherapy. His previous business management background saw him working in the area of finance and, internationally as a quality assurance analyst.

Derek holds a B.A. in Business Studies, a BSc. in Physiotherapy, a Masters in Manipulative Therapy, a Post Graduate Certificate in Pain and a Diploma in Health Services Policy. Derek also has Train the Trainer QQI Level 6.



Derek Hamilton
Senior Quality and Safety
Specialist, HCI

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“ *Excellent
thorough
presentation by a
qualified clear
presenter.* ”

As Senior Quality and Safety Specialist, Regina provides support to healthcare organisations in the development and implementation of quality and safety management systems.

Regina has been the lead in the development and delivery of training and education programmes relating to Quality and Safety Management Systems, Public and Patient Involvement, Policies and Procedures, Risk Management, Internal Audit and Incident Reporting.

Regina has experience in supporting the implementation of Quality and Safety Management Systems in both residential care facilities, disability services, home care and children's services. Services provided include: GAP Analysis, Policy and Procedure Development, Internal Organisational Audits, Internal Organisational Training, Mock Surveys and Resident Tracers.

With a background in Social Care Studies, Regina has several years' experience working in the social care sector as a Social Care Worker. Regina also has experience in working within a multinational medical device company as Final Quality Inspector.

Regina is a qualified Social Care Worker, with a B.A. in Social Care Practice and Master of Arts in Child and Youth Care. Regina also has Train the Trainer QQI Level 6 and is completing her Masters in Healthcare Management.



Regina Connell
Senior Quality and Safety Specialist, HCI

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“*Really enjoyed having Regina as a trainer. She made it very interesting and kept us all motivated.*”

What our clients say...

“Very informative, great help in understanding the inspection process.”

“Tutor knew and had an in-depth knowledge of Residential Care and was able to answer all questions.”

“Brilliant. Exactly what I needed as a new PIC.”

“This course is very useful and very informative. Good presentation and good handouts.”

“Trainer delivered training really well, sharing knowledge on subject and was very engaging which made the course easier to understand.”

Very thorough and the trainer has given me the confidence to go back and instigate audits that will be robust and withstand scrutiny from HIQA and all within our own organisation.

“Excellent training session. Experienced trainers - interesting group of people.”

“Brilliant! Recommend this course.”

“Excellent, would attend again. Very helpful.”

“Group workshop provided enhanced learning.”



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