



Ag Rialáil Gairmithe Sláinte
agus Cúraim Shóisialaigh

Regulating Health +
Social Care Professionals

Learnings from Regulation of Professionals for Safe Patient Care

Ginny Hanrahan CORU

CORU's Mission

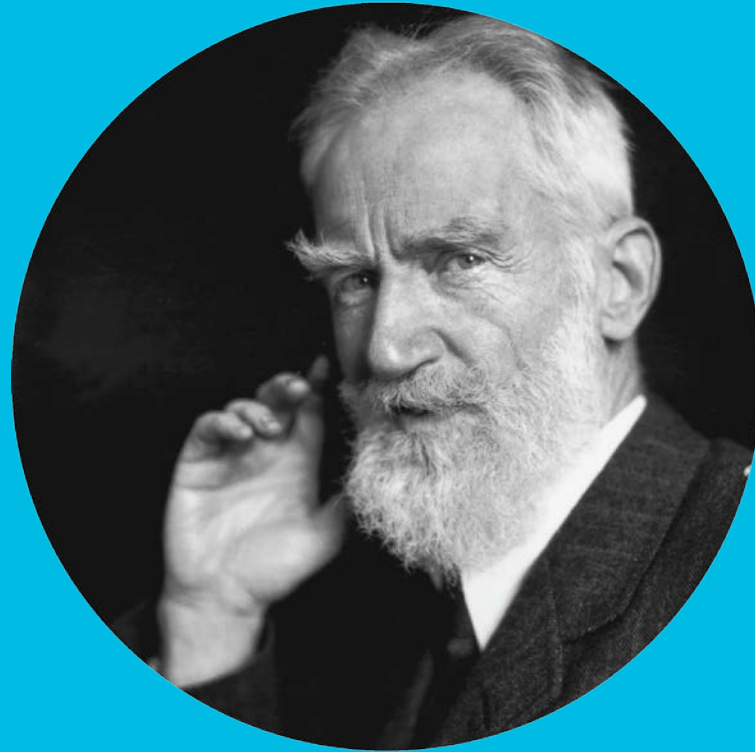


“ To protect the public by promoting high standards of professional conduct and professional education, training and competence among registrants of the designated professions ”

(Health and Social Care Professionals Act 2005)

“All professions
are conspiracies
against the laity”

George Bernard Shaw
(1906)



CORU

CORU's Regulated Health and Social Care Professionals



Phase 1

In Legislation

Clinical
Biochemists

Orthotists

Phase 2

Establishment
*(Meeting 1 to Open
Register)*

Psychologists

Social Care
Workers

Counsellors &
Psychotherapists

Podiatrists

Phase 3

Transition
*(From Day
Register Opens
to end of
Transition)*

Medical
Scientists

Phase 4

Business as Usual

Social Workers

Dietitians

Radiographers

Speech & Language
Therapists

Radiation Therapists

Dispensing Opticians

Physiotherapists

Optometrists

Occupational Therapists

Regulators' Functions



Level of complaints received about Health Professionals



Profession	Nos. on register	Nos. of complaints	% of complaints
Doctors (2018)	22,996	396	1.7%
Nurses/ Midwives (2017)	70,973	127	0.18%
Dentists (Oct 2019)	3,283, (+1,420 DN, DH,OrT,CDT)	11	0.23%
Pharmacists (2018)	6,246 + 330 Pharm Assists	42	0.63%
Paramedics (2019)	5,353 (P, EMT, AP)	8	0.15%
CORU Health & Social Care Professions (Oct 2019)	17,500 (35K+ projected)	51	0.29%
Total	128.081	635 (0.495%)	% - hearings about 33% (about 200)

This is Jack...



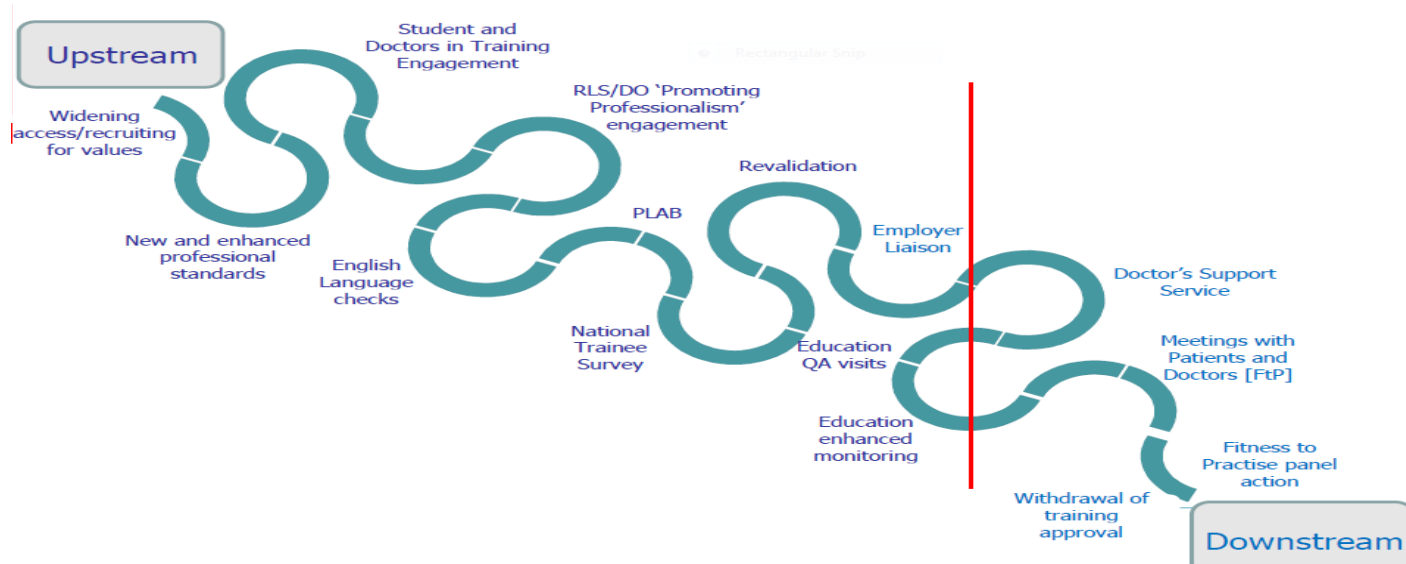
Questions?



New ways of regulating to improve patient safety



An Increased Focus 'Upstream'



General Medical Council UK

Changes in Professionals' ways of working

(Cayton 2019)



The OLD Professionalism

Mastery

Autonomy

Altruism

Changes in Professionals' ways of working

(Cayton 2019)



The **NEW** Professionalism

Expertise

Mutuality

Empathy

“The world breaks everyone, and afterward, some are strong at the broken places”

Ernest Hemingway



A strengths based approach (Bulbulia)



Life is not about how fast you run or how high you climb but how well you bounce.

A strengths based approach

(Zwack& Schweitzer 2013)



**Job
Satisfaction**

**Work
Management**

**Professional
Development**

**Resilience
Practices**

Impact of Resilience?



“ ... more than education, experience, or training, an individual’s level of resilience will determine who succeeds and who fails ”

Harvard Business Review, 2002

Why is Resilience important for patient safety?



The “person of the doctor”
is the most powerful drug
that a doctor gives his/her
patient

(Balint)

The “self of the
counselor” is the
fundamental tool
of therapy

(Arvey)

“Where staff are
engaged, patient and
service user outcomes
are better and quality
improves”

(HCPC 2015)

Why Resilience is important for patient safety...



- Minimises Harm
- Promotes Personal and Professional Wellbeing, Equilibrium and Balance

What supports Resilience?



Personal

Self-Compassion
Leaving work
at work

Organisational

Workplace
Cohesion

Professional

Undergraduate
and CPD
Supervision
Reflective spaces

Regulation – Minimise Patient Harm Support Health and Wellbeing



- Collaboration / Co-Creation
- **Direct Role** - Setting Standards
 - Codes of conduct and ethics
 - Continuing Professional Development/Competence Assurance
- **Indirect Role** - Influencing
 - Conferences / Publications / Training
 - Research
 - Dissemination of Fitness to Practice decisions
 - Leadership / Role Model / Modelling

The Future



Education/Standards

- Keeping up to date with changes
- Opportunities offered by Artificial Intelligence – but not dependence

Deception

- Fraudulent documentation
- Non declaration of issues with other regulators

Shortage of health workers Step up and step down

All working to the limits of your scope of practise

“Working within the limits of your knowledge, skills, expertise and competence”

The Future



Keep up to date with CORU



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Thank You