



Introduction

The aim of the strategy is to provide the direction for ISQua over the next three years. The six strategies are inter-dependant and form a matrix. The three main streams of Events, External Evaluation and Education have a common purpose, and will all be person centred and innovative.

Vision

To be the lead enabler of transformation in healthcare quality and safety globally.

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.

Tag Line

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

Values

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

Overriding goal to which the strategy leads

As a membership organisation, ISQua aims to increase the network of members worldwide with a focus on developing benefits for members so they can innovate, transform, develop and improve safe person centred care. ISQua will have effective networking as a core strategy.

Strategic Aims

1 Expanding External Evaluation

ISQua is to be the global leader in supporting the development and improvement of health and social care external evaluation organisations.

We will:

- Consolidate, develop and grow the existing external evaluation programmes
- Develop innovative IT solutions to support the external evaluation programmes
- Scope, develop and implement an ISQua advisory service
- Explore and develop new products and programmes.

2 Enhancing Events

ISQua conference aims to be the leading International networking 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)).

We Will:

- Consolidate, develop and grow the current annual International Conference
- Develop innovative approaches to delivering all ISQua events
- Develop a framework for Regional events to consolidate existing partnerships and develop new ones
- Expand ISQua's global reach by developing a role as a speakers' network.

3 Growing Education and Knowledge Sharing

ISQua aims to be a leader for enabling access to and the provision of healthcare quality and patient safety education.

We Will:

- Grow the Fellowship Programme by maximising access to different regions
- Consolidate, grow and develop the education programme
- Obtain CPD recognition for ISQua e-learning resources and explore possibility of ISQua accrediting online CPD QI and Patient Safety courses
- Introduce innovative ways of Knowledge Management.

4 Advocating for Person Centred Care

ISQua will place the person at the core of all its programmes and champion this approach globally.

We will:

- Integrate person centred care into all that we do
- Define and publish a set of globally agreed definitions of person centred care and publish a policy statement
- Identify cultural barriers and ways to overcome them in providing person centred care
- Align and partner with key Person Centred groups.

5 Foster Innovation

ISQua aims to be at the forefront of innovation in quality improvement, patient safety and person centred care.

- Publish White Papers on topics of importance
- Partner with organisations innovating solutions for healthcare challenges
- Develop a network of innovators in quality improvement
- Develop a network of researchers on specific topics
- Enhance and nurture the network of experts
- Identify small start-up companies to present at ISQua Events

6 Developing and supporting 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.

We will:

- Establish regional networks
- Develop partnerships with local organisations and donors to enhance knowledge sharing and to deliver quality improvement and patient safety training
- Ensure adequate resources for the development innovative collaborative programmes within different Regions
- Increase key regional collaboration year on year
- Continue to support the development of National Quality Strategies and Policies in LMIC.
- Scope and then implement a network of partners and policy makers