Always Events®

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What do Always Events do?

- Connect to core purpose

- Improve the right things together

**OUR VISION**

- High quality care, in the right place, at the right time, every time.
- Motivated, engaged and valued staff
- People at the heart of everything we do
- Quality, always being the best we can be
Always Events®

Always Events® are defined as “those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.”

- Always Events is a trade marked product owned by the Institute of Healthcare Improvement. It was originally developed by the Picker Institute Inc in the USA.
“Successful improvement efforts start with deliberate planning and preparation”.

Institute for Healthcare Improvement  2016
Criteria for Always Events®

- Important
- Evidence-Based
- Measurable
- Affordable
People who use services, families and health staff work together to make a plan.

The plan should look at different ideas that will make things better for people.

The plan says what improvements need to be made, who the improvements are for, and how long this will take.

The health service and people who use the service and families test which ideas work the best.
Always Events Film

- https://www.youtube.com/watch?v=ATbrHM0c6EE
Why would you develop Always Events?

Why wouldn’t you???
What matters to you?