

PSL9 Implement and evaluate joint operational policies and care pathways

OVERVIEW

This standard covers the implementation and evaluation of joint operational policies and care pathways. It includes the identification of the relevant organisations and key stakeholders and the development of an implementation plan. It also includes the development, agreement and implementation of an evaluation process. This is a generic standard which is applicable to all services and organisations. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.The clinical and corporate governance framework
- 2.The legislation and national and/or local policy and guidelines which could affect the implementation of joint operational policies and care pathways
- 3.The national and/or local policy and guidelines for patient records, their storage and confidentiality of information
- 4.Strategic and operational plans for the relevant services and organisations
- 5.The joint operational policy and care pathway for the relevant service
- 6.The commissioning plans and contractual arrangements for the relevant services
- 7.The sources, availability and constraints on funding for the relevant services
- 8.The services to be covered including delivery models, the needs of the patient group and planned improvements
- 9.The role of relevant organisations in delivering the overall service
- 10.The analysis and interpretation of demographic and socio-economic trends and of the incidence and prevalence of the disease and treatment changes
- 11.The appraisal and interpretation of the appropriate evidence base
- 12.The analysis and interpretation of data and information with regard to services and care pathways
- 13.The implementation of policies and care pathways to meet agreed objectives and target outcomes
- 14.The presentation of information in a form and at a level which is appropriate to those receiving it
- 15.The importance of clear and direct communications
- 16.The importance of patient choice and of the ways in which joint operational policies and care pathways can facilitate and encourage patient choice

17.The limits of one's own knowledge and experience and the importance of not operating beyond these

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.ensure that the right of patients to choose is enshrined in the joint operational policy and care pathway and that there is a shared understanding of patient choice across all the organisations involved
- 2.review the joint operational policy and care pathway and seek clarification on any points as appropriate
- 3.identify the organisations and key stakeholders to be involved in implementation and evaluation
- 4.develop and agree with key stakeholders a comprehensive implementation plan which specifies key dates when outputs should be delivered
- 5.agree with key stakeholders the section of the implementation plan for which they are responsible and accountable
- 6.monitor the implementation of the joint operational policy and care pathway and take appropriate action to address any constraints, difficulties or delays
- 7.identify any demographic, socio-economic, disease prevalence trends, or treatment changes which could impact on the joint operational policy or care pathway and take action as appropriate
- 8.appraise any new findings from the evidence base and identify any implications for the joint operational policy and care pathway
- 9.develop an evaluation process in collaboration with key stakeholders which is consistent with the clinical and corporate governance framework
- 10.evaluate, at appropriate intervals, the outcomes of the joint operational policy and care pathway in relation to the original aims, the clinical and corporate governance framework and cost and capacity parameters
- 11.identify from the evaluation any changes which are required to the policy or pathway and agree these with the key stakeholders
- 12.communicate the agreed changes to the joint operational policy and care pathway to relevant organisations and ensure that there is a shared understanding of them
- 13.recognise when you need help and/or advice and seek this from appropriate sources

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health.This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):Dimension: Core 4 Service Improvement