

## CHS98 Arrange services and support with other health care providers

### OVERVIEW

This standard is about exchanging information and negotiating services and support with other health care providers in order to facilitate continuity of care for patients. 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. How primary care operates
2. The range of services provided by the Primary Care Team, other professionals, and how to access these services
3. What to do if a need is identified but cannot be met by a service provider
4. How to adapt communication styles in ways which are appropriate to different people
5. The effects of different cultures and religions on care management
6. The principle of confidentiality and what information may be given to whom
7. The use of IT relevant to your role
8. How to negotiate effectively with patients, families and other professionals
9. The principle of informed consent, and how to obtain informed consent from patients

### PERFORMANCE CRITERIA

You must be able to do the following:

1. develop with others a clear patient care pathway which will involve joint working with other units and Primary Care Teams, including details of:
  1. the aims of the pathway
  2. what will happen
  3. who is responsible for doing what
  4. by when

- 2.establish a working relationship among care providers and provide opportunities for case meetings if required
- 3.establish communication and information networks
- 4.establish effective methods to monitor and review the progress of the joint work through a point of contact
- 5.introduce alterations to the care plan that meet the patient's aims and needs within agreed parameters
- 6.complete records of discussions and agreements accurately and clearly

## **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: HWB6 Assessment and treatment planning