

PHS08 Improve the quality of health and healthcare interventions and services through audit and evaluation

OVERVIEW

This standard covers improving the quality of health and healthcare interventions and services through audit and evaluation. This contributes to developing quality and risk management within an evaluative culture. 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 outcomes can be assessed from a number of different perspectives including measures of user/patient satisfaction, qualitative outcomes, user acceptability and quality of life
2. how to evaluate the effectiveness or outcomes of interventions, programmes or services through the use of data collected at local level
3. how to apply the principles of evaluation, audit research and development, and standard setting in improving quality
4. how to design, initiate and complete evaluation and audit projects in partnership with a range of colleagues.
5. how to use performance indicators for the nhs and other relevant bodies
6. how to provide a population perspective to the development, implementation and monitoring of quality improvement programmes in the light of current knowledge and practice.
7. how to demonstrate the use of evaluation and audit as a tool to introduce change
8. how to apply a range of different methods (eg self review, peer review, quality assurance programme, testing and calibration of equipment, patient satisfaction) to audit and evaluation and appraise the effectiveness of each
9. how to apply the principles of health economics to the improvement of services, programmes and services
10. how to apply the principles of governance (including corporate and clinical) in the improvement of interventions, programmes and services

PERFORMANCE CRITERIA

You must be able to do the following:

1. develop audit/evaluation plans that:
 1. identify the nature of the audit or evaluation
 2. identify standards and guidelines that are relevant to the work
 3. contain the necessary information for effective implementation
 4. are consistent with statutory and organisational requirements
 5. identify the financial, human, capital, material and time resources required
2. identify and develop appropriate and cost effective quantitative and qualitative assessment tools and techniques
3. analyse the data using valid, reliable and cost-effective methods, compare it with established standards, highlight the differences and draw conclusions when there is sufficient evidence to do so
4. propose realistic, sustainable and cost-effective methods of improvement, consistent with the findings of the audit or evaluation and effectively disseminate them to the relevant people
5. offer appropriate support and encouragement to all those who need to be involved in improving interventions, programmes and services
6. re-evaluate to confirm quality improvements on a regular basis

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 5 Quality. This standard has replaced PH03.00