

GEN79 Coordinate the progress of individuals through care pathways

OVERVIEW

This standard is about coordinating the effective management of individuals through care pathways within any health or social care setting or context. Patient pathways are determined by the specific needs of the individual and their condition. 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 types of information that need to be shared with others as individuals progress through their care pathways
2. the nature, sequence and urgency of each part of the care pathway
3. the reasons for reviewing individuals' priorities and the frequency with which this should be undertaken
4. the requirements of each stage of the individual's care pathway, and how the number of individuals that access services can be managed and optimised
5. the care pathway steps and the importance of maintaining individual safety when supporting the operation of care pathways
6. the importance of effective communication with all involved in the management and delivery of patient pathways
7. the factors influencing the efficiency and effectiveness of care pathways and how potential problems can be prevented
8. the resources that are required at each stage of the care pathway
9. the time individuals spend at each stage of the care pathway, and how to manage this effectively.
10. the policy and procedures for recording information related to the care pathway
11. the protocols and guidelines for prioritising care and treatment
12. the information that should be collected as part of the audit processes
13. current legislation, guidelines, policies and protocols which affect your responsibilities and work practice
14. the policies and guidance which clarify your scope of practice
15. the boundaries of your role and the importance of working within your scope of practice
16. the roles and responsibilities of others involved in the delivery of care pathways

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.adhere to legislation, protocols and guidelines relevant to your role and area of work
- 2.record, store and share patient documentation and information in line with patient confidentiality and data protection
- 3.recognise the boundary of your role and responsibility and the situations that are beyond your competence and authority
- 4.identify the resources required for the effective transfer of individuals along care pathways and liaise with colleagues to ensure their availability
- 5.coordinate aspects of the care pathway, to achieve the best outcome for the individual
- 6.identify potential problems that can arise as individuals move along the care pathway and identify the actions required to overcome these
- 7.identify the prompt and effective action required when there is deviation from the planned pathway
- 8.communicate information regarding the individual, their needs and treatment as the individual is transferred to the care of colleagues, other departments or services
- 9.contribute to the review of care pathways and update as necessary to ensure efficiency and effectiveness

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: HWB2 Assessment and care planning to meet health and wellbeing needs