

## CHS198 Design quality assurance programmes in healthcare

### OVERVIEW

This standard relates to designing internal or external quality programmes. Design specifications for internal or external quality assurance programmes may be determined using existing designs, or be designed from new to respond to specific issues or requirements. It is applicable to the wide range of health care environments where stakeholders develop bespoke quality assurance programmes for their work activities and associated systems used. 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. your own level of competence, authority and knowledge base
2. the purpose of external and internal quality assurance schemes and their significance within your work practice
3. the principles and the range of quality concepts, standards, systems and programmes relevant to your work practices
4. the importance and how to design internal or external quality assurance programmes to meet workplace activities
5. how to communicate effectively in the appropriate medium to meet the individuals needs and preferences
6. when to refer to colleagues for advice, guidance and information when you are unable to resolve issues arising within the design process and how, when and where to seek expert advice and assistance
7. why it is necessary to define specific, measurable outcome requirements against relevant standards
8. the importance of designing protocols for actions on poor performance, variances or non conformance within the design process
9. the range of constraints in designing internal or external quality assurance programmes
10. how to determine specific objectives and measurable outcomes for quality assurance programmes
11. how to determine the value, clinical relevance, frequency and significance of the planned programme
12. the range of methods, tools and techniques and feedback mechanisms applicable to

- the internal and external quality assurance programmes
- 13.the appropriate health and safety aspects required for the quality assurance programme
- 14.where applicable, the aspects involved in the distribution part of the design for internal or external quality assurance programmes and how to avoid detrimental effects
- 15.the use, importance and application of statistical analysis and audit within the design programme
- 16.the current national legislation, guidelines, local policies and protocols for quality assurance programmes which affect your work practice
- 17.the policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.work within your level of competence, responsibility and accountability
- 2.clarify the need and clinical relevance of the proposed internal or external quality assurance programme with relevant stakeholders
- 3.specify the aims and objectives of the programme, including the number and frequency of distributions and the validation process
- 4.check the inter-relationship with other quality measures and the suitability of the design with the relevant stakeholders
- 5.identify the resources required for the internal or external quality assurance programme
- 6.establish performance measures and criteria appropriate to the quality assurance programme
- 7.establish the content, context and scale of the internal or external quality assurance programme
- 8.select methods, techniques, tools and approaches to optimise programme design
- 9.where appropriate, generate contingency plans to ensure the quality, sufficiency and availability of resources within the work area
- 10.design the internal or external quality assurance programme at sufficient level of detail and in the agreed format to facilitate implementation
- 11.where appropriate, select suitable delivery, storage and distribution arrangements to meet the programme's defined timescales and objectives
- 12.identify supporting statistical and audit procedures for the quality assurance programme
- 13.ensure compliance with national and local standards, policies, guidance and relevant current legislation
- 14.maintain full, accurate and legible records of the design in line with current legislation, guidelines, local policies and protocols

## 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