# Independent Healthcare

# Quality Assurance Framework

Self-evaluation tool

July 2023

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# Introduction

## Quality Assurance Framework – Self-evaluation Tool

**This self-evaluation tool is for information only. The self-evaluation must be completed and submitted through Healthcare Improvement Scotland's online portal.**

Healthcare Improvement Scotland has devised a quality of care approach to bring consistency to its external quality assurance work and to support service providers in evaluating their own care delivery. The approach includes a 'Quality Assurance Framework (September 2022)', to guide providers through their self-evaluation. A guidance document has also been developed to help providers complete their self-evaluation.

In the self-evaluation we ask you to assess the service's performance against three key focus areas and seven quality domains. These are:

| Key area of focus | Domain |
|---|---|
| **Direction** | 1. **Clear vision and purpose** |
| | 2. **Leadership and culture** |
| **Implementation and delivery** | 3. **Co-design and co-production** |
| | 4. **Quality improvement** |
| | 5. **Planning for quality** |
| **Results** | 6. **Relationships** |
| | 7. **Quality control** |

Your self-evaluation should focus on outcomes as well as processes. This could include a description of the impact of changes or improvement on the delivery of care, or information on how potential impact is being monitored. Healthcare Improvement Scotland will use the submitted self-evaluations to inform their regulatory activity.

There is a comments section at the end of each domain for you to highlight additional relevant information. It is the provider's responsibility to be open and honest in their response and to consider the self-evaluation in collaboration with relevant staff and stakeholders.

You are encouraged to use information from different sources to triangulate evidence of the quality of service delivery, such as direct observation of care delivery, discussions with staff and patients, and comparison against other services or relevant data.

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# Generic service information/local context

| Service name: | |
|---|---|
| Provider name: | |

**Please tell us about your service including:**

- **What your service does**
- **Who is in charge**
- **Any staff you employ and/or healthcare professionals you give privileges to practice from your service**

<br>

**For each domain below, please provide a succinct narrative outlining how you think your service is performing, how you know this and what you need to do better or differently. The narrative should focus on the experience of people using your service. This should include examples that demonstrate the impact of improvements made.**

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| KEY FOCUS AREA | DIRECTION |
|---|---|

## Domain 1: Clear vision and purpose

**D1 Quality indicators:**

*1.1 Defined purpose and vision*

*1.2 Understanding of the population profile, needs and inequalities*

*1.3 Understanding of context, own capabilities and major challenges*

*1.4 Agreed strategy and priorities*

*1.5 Key performance indicators*

**Q. How clear is our vision and purpose?**
*Cross reference with the Quality Framework and self-evaluation guidance to help shape your answer.*

**Q. How do we know this?**

**Q. What do we need to do better or differently to improve our vision and purpose?**

## Domain 2: Leadership and culture

**D2 Quality indicators:**

*2.1 Shared values*

*2.2 Person-centred planning and care*

*2.3 Staff empowerment and wellbeing*

*2.4 Diversity and inclusion*

*2.5 Openness and transparency*

*2.6 Robust governance arrangements*

**Q. How supportive is our culture and leadership?**
*Cross reference with the Quality Framework and self-evaluation guidance to help shape your answer.*

**Q. How do we know this?**

**Q. What do we need to do better or differently to improve our leadership and culture?**

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| KEY FOCUS AREA | IMPLEMENTATION AND DELIVERY |
|---|---|

## Domain 3: Co-design and co-production

**D3 Quality indicators:**
*3.1 People who experience care and carers*
*3.2 Workforce*
*3.3 Partners, governing stakeholders and suppliers*
*3.4 Local community*

**Q. How well are our stakeholders engaged?**
*Cross reference with the Quality Framework and self-evaluation guidance to help shape your answer.*

**Q. How do we know this?**

**Q. What do we need to do better or differently to improve our stakeholder engagement?**

## Domain 4: Quality improvement

**D4 Quality indicators:**
*4.1 Pathways, Procedures and policies*
*4.2 Financial planning*
*4.3 Workforce planning*
*4.4 Staff development and performance*

**Q. How well do we manage and improve performance?**
*Cross reference with the Quality Framework and self-evaluation guidance to help shape your answer.*

**Q. How do we know this?**

**Q. What do we need to do better or differently in terms of quality improvement?**

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## Domain 5: Planning for quality

**D5 Quality indicators:**

*5.1 Plans for delivery*

*5.2 Performance management and reporting*

*5.3 Risk management and business continuity*

*5.4 Audit, evaluations and research*

*5.5 Improvement and innovation*

| **Q. How well do we manage and improve performance?** |
|---|
| *Cross reference with the Quality Framework and self-evaluation guidance to help shape your answer.* |
| |

| **Q. How do we know this?** |
|---|
| |

| **Q. What do you need to do better or differently in terms of planning for quality?** |
|---|
| |

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| KEY FOCUS AREA | RESULTS |
|---|---|

| Domain 6: Relationships |
|---|
| **Domain 7: Quality control** |

| *D6 Quality indicators:* | *D7 Quality indicators:* |
|---|---|
| *6.1 Person centred and safe outcomes* | *7.1 Delivery of key performance indicators* |
| *6.2 Dignity and respect* | *7.2 Delivery of strategy and priorities* |
| *6.3 Compassion* | *7.3 Lessons learned and plans to apply* |
| *6.4 Inclusion* | |
| *6.5 Responsive care and support* | |
| *6.6 Wellbeing* | |
| *6.7 Public confidence* | |

**Q. What difference have we made and what has been learned?**
*Cross reference with the Quality Framework and self-evaluation guidance to help shape your answer.*

**Q. How do we know this?**

**Q. What do we need to do better or differently in improving results?**

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# Summary

**Q. Having reflected on all three key focus areas and seven domains, what are your three key priorities (what you need to do better or differently) over the next 12 months?** (For example, what are the priority next steps or areas for improvement you need to take forward to improve the quality of care?)

**You should develop an action plan to ensure these three key priorities are addressed and feed into your quality improvement processes.**

| 1. |
|---|
|  |

| 2. |
|---|
|  |

| 3. |
|---|
|  |

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