

HIS Quality Assurance Framework mapped to Excellence in Care Framework							
Quality Assurance Framework	1. Clear Vision and Purpose	2. Leadership and Culture	3. Co-design, Co-production	4. Quality Improvement	5. Planning for Quality	6. Relationships	7. Quality Control
	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	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	3.1 People who experience care and carers 3.2 Workforce 3.3 Partners, governing stakeholders and suppliers 3.4 Local community	4.1 Pathways, procedures and policies 4.2 Financial planning 4.3 Workforce planning 4.4 Staff development and performance	5.1 Plans for delivery 5.2 Performance management and reporting 5.3 Risk management and business continuity 5.5 Improvement and innovation	6.1 Person-centred and safe outcomes 6.2 Dignity and respect 6.3 Compassion 6.4 Inclusions 6.5 Responsive care and support 6.6 Wellbeing 6.7 Public confidence	7.1 Delivery of key performance indicators 7.2 Delivery of strategy and priorities 7.3 Lessons learned and plans to apply
1. Person-centred	•	•	•	•		•	•
2. Communication	•	•	•	•	•	•	•
3. Fundamentals of Care		•	•	•		•	•
4. Compassion		•	•	•		•	
5. Quality Planning	•	•			•		
6. Quality Control	•	•			•		•
7. Quality Improvement	•	•		•	•		•
8. Workforce	•	•	•	•			•
9. Safety	•			•	•		•
10. Evidence & Standards	•			•	•		•
11. Leadership	•	•	•	•	•	•	•
12. Staff Wellbeing	•	•	•	•		•	
13. Culture	•	•	•	•	•	•	•
14. Assurance	•	•			•		•
15. Learning	•	•	•	•	•	•	•
16. Governance	•	•	•	•	•	•	•