

## SFHPHS08

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

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### 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.

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### Performance criteria

*You must be able to:*

- P1 develop audit/evaluation plans that:
  - P1.1 identify the nature of the audit or evaluation
  - P1.2 identify standards and guidelines that are relevant to the work
  - P1.3 contain the necessary information for effective implementation
  - P1.4 are consistent with statutory and organisational requirements
  - P1.5 identify the financial, human, capital, material and time resources required
- P2 identify and develop appropriate and cost effective quantitative and qualitative assessment tools and techniques
- P3 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
- P4 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
- P5 offer appropriate support and encouragement to all those who need to be involved in improving interventions, programmes and services
- P6 re-evaluate to confirm quality improvements on a regular basis

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#### Knowledge and understanding

*You need to know and understand:*

- K1 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
- K2 how to evaluate the effectiveness or outcomes of interventions, programmes or services through the use of data collected at local level
- K3 how to apply the principles of evaluation, audit research and development, and standard setting in improving quality
- K4 how to design, initiate and complete evaluation and audit projects in partnership with a range of colleagues
- K5 how to use performance indicators for the NHS and other relevant bodies
- K6 how to provide a population perspective to the development, implementation and monitoring of quality improvement programmes in the light of current knowledge and practice
- K7 how to demonstrate the use of evaluation and audit as a tool to introduce change
- K8 how to apply a range of different methods (e.g. self review, peer review, quality assurance programme, testing and calibration of equipment, patient satisfaction) to audit and evaluation and appraise the effectiveness of each
- K9 how to apply the principles of health economics to the improvement of services, programmes and services
- K10 how to apply the principles of governance (including corporate and clinical) in the improvement of interventions, programmes and services

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 5 Quality

Level: 4

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**Relevant occupations** Health and Social Care; Healthcare and Related Personal Services

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**Suite** Public Health

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**Key words** Audit, evaluation, quality improvement, health services, interventions, programmes, risk management