

# Stock-taking the standards: ensuring standards evolve to support continuous quality improvement



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Jackie Rayner, Standards development - CHKS Ltd, UK

Moyra Amess, Director - Benchmarking, assurance and accreditation, CHKS Ltd, UK

## Background

The process of revision every three years for multiple specialist standards is time consuming and resource intensive. The concept of focusing on 'general' standards and prioritising specialist standards evolved.

## Method

Through analysis of the CHKS standards sets, and drawing on learning and knowledge of developing quality standards, common, generic standards that can be applied to different organisations were identified.

## Results

We identified common criteria which related to leadership, risk and safety, patient focused care and facilities and site services as well as criteria common to the delivery of all support and specialist services:

### General standards

#### Leadership and management

- 1: Leadership and service management
- 2: Quality and governance
- 3: Financial management
- 4: Human resources
- 5: Education and training

#### Risk and safety

- 6: Risk management
- 7: Health and safety
- 8: Fire safety
- 9: Waste management
- 10: Clinical risk management and patient safety
- 11: Management of medicines and pharmacy service
- 12: Resuscitation
- 13: Infection prevention and control
- 14: Management of medical equipment
- 15: Information technology and governance

#### Patient centred care

- 16: Patient pathway
- 17: Patient rights and needs
- 18: Information for patients
- 19: Clinical records

#### Facilities and site services

- 20: Access, environment and facilities management
- 21: Security
- 22: Catering
- 23: Housekeeping
- 24: Reception and administrative services

#### Service governance

- 25: Service governance

### Specialist and Clinical Services

- 26: Ambulance service
- 27: Assisted conception
- 28: Blood transfusion
- 29: Cancer care
- 30: Chemotherapy
- 31: Children and young people's cancer service
- 32: Children and young people's hospice service
- 33: Clinical haematology
- 34: Critical care
- 35: Dementia care
- 36: Diagnostics
- 37: Emergency care
- 38: End of life care
- 39: Maternity
- 40: Mental health
- 41: Neonatal care
- 42: Operating theatres
- 43: Paediatrics and adolescence
- 44: Pathology
- 45: Radiotherapy
- 46: Radiotherapy physics
- 47: Termination of Pregnancy

### Support and Rehabilitation Services

- 48: Addiction treatment service
- 49: Community teams
- 50: Complementary therapy
- 51: Day care
- 52: Hospice at home
- 53: Mortuary
- 54: Porterage
- 55: Rehabilitation
- 56: Residential care
- 57: Retail
- 58: Social support
- 59: Supporting carers
- 60: Supportive housing
- 61: Transport

### Specialised Services

- 62-73: Standards for cruise ships medicine
- 74: Primary care



## Conclusion

This structure now provides one set of comprehensive standards which give *increased flexibility* and enables the programme to be *tailored to individual client need*.

