NHSScotland revised wording for:

Core 5 – Quality

Status

Core – this dimension is a key aspect of all jobs as everyone is responsible for the quality of their own work. It underpins all the other dimensions in the NHS KSF.

Levels

1  Maintain the quality of own work
2  Maintain quality in own work and encourage others to do so
3  Contribute to improving quality
4  Develop a culture that improves quality

Description

This dimension relates to maintaining high quality in all areas of work and practice, including the important aspect of effective team working. Quality can be supported using a range of different approaches including: codes of conduct and practice, evidence-based practice, guidelines, legislation, protocols, procedures, policies, standards and systems.

This dimension supports the governance function in organisations – clinical, corporate, financial, information, staff etc.

Progression through the levels in this dimension is characterised by:

- increasing scope – from own activities to the work of others and then broader areas
- greater proactivity in improving quality and addressing quality issues.

Links to other KSF dimensions

This dimension is supported by:

- Core 1 Communication
- Core 6 Equality and Diversity

This dimension is different from dimensions:

- Core 4 Service Improvement which focuses on taking forward services whereas this focuses on the quality of current practice
- G6 People Management which focuses on managing the quality of other people’s work.
NHSScotland revised wording for:

Core 5 – Quality

Level 1 – Maintain the quality of own work
- I take pride in my personal appearance, wear my ID badge and act as a positive representative of my organisation/service/department
- I work consistently to my relevant Code of Conduct
- I know the policies, procedures and standards that I have to follow to carry out my role and work to them at all times.
- I take the time to check the quality of my work and ask for feedback from team members to help me improve how I do my job
- I ask for help and guidance when situations occur that are outside my experience and expertise
- I help and support my colleagues so that we work well as a team to achieve our goals
- I take care of any equipment and supplies that I use in my role to ensure that they are used efficiently and effectively
- I take personal responsibility for improving the quality of my work and help to resolve problems in my work area
- I report any concerns around practice issues or work standards to my manager or supervisor

Level 2 – Maintain quality in own work and encourage others to do so
- I present a professional image, act in a professional manner at all times and work to my relevant Code of Conduct/Professional Standards.
- I consistently follow my organisation’s policies, procedures and quality standards and encourage other people to do the same.
- I work within the limits of my own competence, area of responsibility and accountability asking for help and advice when needed.
- I support my team and offer suggestions, ideas and information that will benefit team members and improve team working.
- I take personal responsibility for monitoring the standard of my own work and the work of others.
- I take personal responsibility for improving quality and assist in resolving problems within my work area using improvement tools/methods.
NHSScotland revised wording for:

Core 5 – Quality

- I prioritise my own workload and adapt my approach to the changing demands of the workplace.
- I regularly ask for feedback from colleagues and service users and use it positively to improve the standard of my work or practice.
- I challenge poor practice/work standards appropriately.

Level 3 – Contribute to improving quality

Maintaining and Improving Quality

- I consistently follow the standards and policies relevant to my job putting my organisation’s values into practice in all aspects of my work.
- I promote the use of quality improvement models within my work area.
- I work to and uphold the standards and values set out in my relevant Code of Conduct/Professional Standards.
- I work consistently within my level of competence, responsibility and accountability, and ask for advice from appropriate people when necessary.
- I monitor and review the quality of my work and the work of others in my team to ensure the highest standards are being achieved.
- I raise quality issues through the appropriate channels and contribute to resolving any issues through, for example, developing and implementing action plans and local solutions.
- I regularly seek patient/client or colleague feedback in order to review the quality of service provided and identify areas requiring improvement.
- I use an appropriate range of measures to monitor quality improvement in my work area.
- I am familiar with the quality improvement tools used in my Board and access the resources available to support my team in making changes for improvement.
- I act quickly to address and review quality issues when they have been identified or, where appropriate, I escalate the problem to the relevant person.
NHSScotland revised wording for:

Core 5 – Quality

Effective Teamworking

- I understand how my role and the work of my department supports the delivery of a quality service to patients/clients and others and regularly review my ways of working ensuring a commitment to continuous improvement.
- I take personal accountability for delivering my own objectives and contributing to my team’s results.
- I regularly share feedback with others on the achievement of agreed objectives.
- I work in partnership across departments or organisations in order to deliver the very best service.

Planning and Organising Workload

- I effectively plan organise and manage my workload which regularly has competing priorities.
- I regularly review my own working methods, including the use of technology, to identify ways of improving efficiency.

Level 4 – Develop a culture that improves quality

- I support my organisation in developing capacity and capability to deliver continuous quality improvement.
- I act as a resource in my organisation to lead and promote, with others, a culture of quality improvement.
- I alert colleagues to the need for improvements to quality.
- I work collaboratively with senior colleagues to model appropriate leadership values and behaviours, promoting and building effective work relationships.
- I take personal accountability for delivering my own objectives and contributing to the successful outcomes of the organisation.
- I provide accurate, accessible and understandable information to help staff and managers understand risks to quality and their role in addressing those risks.
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Core 5 – Quality

- I encourage people to take personal responsibility for improving quality in their work areas.
- I encourage staff and colleagues to seek regular feedback from patients/clients or others in order to promote continuous quality improvement.
- I implement a systematic approach to improve quality in my organisation using well tried and tested techniques and improvement methods.
- I implement and, where relevant, advise on appropriate quality assurance and governance systems and processes across my organisation.
- I continuously monitor quality and actively raise concerns through appropriate channels and support others to take action to manage quality issues.