

SFHGEN27

Develop, sustain and evaluate collaborative working with other organisations



Overview

This standard covers the functions of developing, sustaining and evaluating collaborative working processes and relationships with other organisations. It includes the identification of the organisations to be involved, the development of action plans to support collaborative working and the initiation and continuing support of the process. It also includes the evaluation of the efficiency and effectiveness of the process and recommendations for change as required.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 ensure that the right of individuals to choose is given sufficient priority in the collaborative working process and there is a shared understanding of individual's choice across all the organisations involved
- P2 identify the range of services to be included in the collaborative working process and the relevant organisations to be involved
- P3 identify the specific service and governance issues to be addressed through collaborative working
- P4 identify and appraise potential options for collaborative working and ensure any possible advantageous relationships are fully developed
- P5 initiate the collaborative working process and establish appropriate structures and working arrangements
- P6 explore and evaluate potential areas of conflict which may adversely affect collaborative working relationships and respond appropriately
- P7 agree arrangements and action plans to support collaborative working including the essential details of the action to be taken, the milestones, the individuals responsible and the boundaries of their roles ensuring these are recorded fully and formally confirmed by all parties
- P8 identify the range of information to be shared with those involved in collaboration so as to facilitate collaborative working whilst maintaining the required level of confidentiality
- P9 offer appropriate support to facilitate collaborative working consistent with your role
- P10 encourage joint responsibility for any problems and tensions involved in the collaborative process and draw on the learning from these to improve future
- P11 encourage people within your organisation to learn from collaborative working and to incorporate the learning in the development of themselves and the organisation
- P12 communicate progress and achievements to those involved, note any constraints and encourage people to remain committed
- P13 evaluate the beneficial and detrimental effects of collaborative working on processes and service delivery and share the findings with relevant people in your own and collaborating organisations
- P14 propose ways in which collaborative working could be improved based on the evidence of evaluation and ensure any agreed changes are implemented

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Knowledge and understanding

You need to know and understand:

- K1 the legislation and national and/or local policy and guidelines which could affect collaborative working between organisations
- K2 the clinical and corporate governance framework
- K3 the national and/or local policy and guidelines for individuals' records, their storage and confidentiality of information
- K4 strategic and operational plans for the relevant services and organisations
- K5 the sources, availability and constraints on funding for the relevant services
- K6 the services to be included in collaborative working including service delivery models, the needs of the individuals' and planned service improvements
- K7 the specific issues to be addressed through collaborative working
- K8 the range of different organisations with which it would be feasible and beneficial to develop collaborative working arrangements
- K9 the range of models and approaches to collaborative working available to your service
- K10 the advantages and disadvantages of collaborative working and how to demonstrate these to partner organisations
- K11 the impact that collaborative working may have on your own organisation and the degree to which it is consistent with the organisation's strategy and direction
- K12 effective approaches to the promotion of the benefits of collaborative working in your own and partner organisations
- K13 the range of further information required on partner organisations and how to access and interpret this
- K14 the analysis of information and its use in the development of plans for collaborative working
- K15 the boundaries of one's own role and how these may affect the potential for collaborative working
- K16 the misunderstandings and misconceptions which people may hold and how these can be effectively challenged
- K17 the development of courses of action which meet a range of identified needs and perspectives and which acknowledge the competing interests of different groups
- K18 the presentation of information in a form and at a level which is appropriate to those receiving it
- K19 the range of information which can be provided to collaborating organisations whilst maintaining the necessary confidentiality
- K20 the techniques involved in the evaluation of the efficiency and effectiveness of the collaborative working process and the identification

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of the necessary changes

- K21 trends and developments which may have an impact on collaborative working and how these can be built on to improve its effectiveness
- K22 the importance of clear and direct communications
- K23 the importance of individuals' choice and of the ways in which collaborative working can facilitate and encourage individuals' choice
- K24 the importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence

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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: G7 Capacity and capability

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