

## SFHGEN93

# Monitor performance of contractors within healthcare



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### Overview

This standard covers the monitoring of performance outputs for contractors within a wide range of settings within the health environment.

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 the importance of informing the contractors and relevant stakeholders of the performance indicators and gaining agreement on the monitoring procedures and protocols and any appropriate contingency plans to maintain service delivery
- P2 the confidentiality issues within the health environments regarding the contractors activities and performance
- P3 the range of health, safety and security measures, infection prevention control and the relevant personal protective controls and containment, their importance and their application for the contractors work activities and performance monitoring
- P4 the importance and need for contractors to demonstrate appropriate training in the required activity
- P5 the need to make sure contractors and relevant stakeholders are aware of the legal and organisational requirements for authorisation/permission to work within health environments
- P6 the importance to refer to relevant colleagues for advice and information when the contractors performance causes concern
- P7 the importance of handover measures between the contractor and the user and how to measure compliance
- P8 the current national legislation, guidelines, local policies and protocols which affect your work practice and those of the contractors
- P9 the policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others
- P10 work within your level of competence, responsibility and accountability
- P11 liaise with relevant stakeholders on the contractors work plans, safe systems of work, expected duration and range of work activities
- P12 check contingency plans are in operation where the contractors activities impact on service provision
- P13 check the authorisation/permit to work is in place and signed by the contractors for working within the specified work area
- P14 explain your and any other relevant stakeholders roles and responsibilities, lines of communication and authority to the contractors
- P15 clearly explain your organisation's safe systems of working, required working practices, associated risks and monitoring procedures to the contractors
- P16 clarify and gain agreement on the key performance indicators with relevant stakeholders and external contractors
- P17 confirm good practice with the contractors
- P18 check the contractors' understanding, compliance and agreed monitoring arrangements
- P19 where applicable, make the risk assessments available to the contractor

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- P20 collect sufficient information to determine the contractors performance in accordance with the agreed performance indicators in line with legislation and organisational requirements
- P21 where appropriate, optimise performance of the contract to maintain services
- P22 check compliance with handover procedures
- P23 document the performance of the contractor against agreed measures
- P24 take appropriate action if a lack of performance on the part of the contractor is likely to impact on any aspect of the contract or seek advice if this is outside your area of responsibility
- P25 maintain full, accurate and legible records of information and store in the correct location in line with current legislation, guidelines, local policies and protocols

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#### Knowledge and understanding

*You need to know and understand:*

- K1 work within your own level of competence, authority and knowledge base
- K2 the terms of the contract supplied and agreed by external contractors and the relevant healthcare stakeholders
- K3 the context in which the contract applies, the expiry date and any special conditions or considerations affecting performance monitoring
- K4 the frequency and number of contractors applicable for the required activity
- K5 the organisational arrangements for monitoring the performance of contractors and how to measure and assess performance using appropriate key indicators of performance
- K6 the importance of informing the contractors and relevant stakeholders of the performance indicators and gaining agreement on the monitoring procedures and protocols and any appropriate contingency plans to maintain service delivery
- K7 the confidentiality issues within the health environments regarding the contractors activities and performance
- K8 the range of health, safety and security measures, infection prevention control and the relevant personal protective controls and containment, their importance and their application for the contractors work activities and performance monitoring
- K9 the importance and need for contractors to demonstrate appropriate training in the required activity
- K10 the need to make sure contractors and relevant stakeholders are aware of the legal and organisational requirements for authorisation/permission to work within health environments
- K11 the importance to refer to relevant colleagues for advice and information when the contractors performance causes concern
- K12 the importance of handover measures between the contractor and the user and how to measure compliance
- K13 the current national legislation, guidelines, local policies and protocols which affect your work practice and those of the contractors
- K14 the policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others

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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: G3 Procurement and commissioning

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