

SFHPSL8

Develop joint operational policies and care pathways



Overview

This standard covers the development of joint operational policies and care pathways. It includes the identification of the services and patient group to be included and an analysis of current service provision. It also includes the development of scenarios for future service models and care pathways and the agreement with key stakeholders on the most appropriate option. This is a generic standard which is applicable to all services and organisations.

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 patients to choose is enshrined in the joint operational policy and care pathway and that there is a shared understanding of patient choice across all the organisations involved
- P2 identify the range of services to be covered by joint operational policies and care pathways
- P3 map the organisations and key stakeholders to be involved in policy development
- P4 establish a group of key stakeholders to oversee the development of the policy and care pathway
- P5 agree the clinical and corporate governance framework for the joint operational policy and care pathway with key stakeholders
- P6 collate and analyse accurate information on the relevant population or patient group and their likely future need for services
- P7 identify any trends or developments which will impact on the size and structure of the relevant population or patient group and the consequences for service needs
- P8 collate and analyse accurate information on the current services provided including the volume, costs, quality indicators and targets for service improvement
- P9 map the current care pathway or pathways for the relevant population or patient group and identify any gaps or issues to be addressed
- P10 develop a comprehensive assessment of the current situation from your analysis and agree this with the stakeholder group
- P11 appraise the evidence base and identify any particular issues to be addressed in future services
- P12 work with key stakeholders on the development of a range of scenarios for service delivery and care pathways in the future
- P13 develop and agree a set of aims for the joint operational policy and care pathway in relation to outcomes, access and the efficiency and effectiveness of the service
- P14 identify the benefits and constraints of the various scenarios for patients and service delivery
- P15 conduct a risk assessment of the various scenarios and identify the extent to which these could be managed
- P16 where necessary, consult more widely on the scenarios and collate and analyse the responses to this consultation
- P17 agree with the key stakeholder group the option(s) to be adopted and those to be developed and implemented
- P18 develop the care pathway including guidelines for choice, referral and access and present it for agreement in line with local guidelines
- P19 develop the joint operational policy and present it for agreement in

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- accordance with local guidelines
- P20 make any agreed amendments to the joint operational policy and care pathway which are identified
- P21 develop and agree an implementation plan for the joint operational policy and care pathway which specifies key dates when outputs should be delivered
- P22 communicate the joint operational policy and care pathway to relevant organisations and ensure there is a shared understanding of the values, objectives and content

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Knowledge and understanding

You need to know and understand:

- K1 the clinical and corporate governance framework
- K2 the legislation and national and/or local policy and guidelines which could affect the development of joint operational policies and care pathways
- K3 the national and/or local policy and guidelines for patient records, their storage and confidentiality of information
- K4 strategic and operational plans for the relevant services and organisations
- K5 the commissioning plans and contractual arrangements for the relevant services
- K6 the sources, availability and constraints on funding for the relevant services
- K7 the services to be covered including delivery models, the needs of the patient group and planned improvements
- K8 the role of relevant organisations in delivering the overall service
- K9 the analysis and interpretation of demographic and socio-economic trends and of the incidence and prevalence of the disease and treatment changes
- K10 how to appraise and interpret the appropriate evidence base
- K11 the analysis and interpretation of data and information with regard to services and care pathways
- K12 the development of policies and care pathways to meet agreed objectives and target outcomes
- K13 the techniques involved in effective consultation processes
- K14 the presentation of information in a form and at a level which is appropriate to those receiving it
- K15 the importance of clear and direct communications
- K16 the importance of patient choice and of the ways in which joint operational policies and care pathways can facilitate and encourage patient choice
- K17 the limits of one's own knowledge and experience and the importance of not operating beyond these

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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 4 Service Improvement

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