

Title	Contribute to quality and safety in a health or wellbeing setting		
Level	4	Credits	5

Purpose	People credited with this standard are able to: demonstrate knowledge of quality and safety in a health or wellbeing setting; contribute to, promote, and model a culture where quality and safety are priorities; develop a measure to evaluate an identified aspect of care or service delivery and use learnings to improve it; implement, support, and reflect on the outcomes of change to an evaluated aspect of care or service delivery.
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Guidance Information

- 1 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 2 Assessment of this standard should be supported by an attestation from a credible person who has current and relevant subject matter expertise and can confirm that the candidate has consistently demonstrated the required competencies.
- 3 Definitions
An agreed change refers to a change in organisational standards.
Health or wellbeing settings may include but are not limited to – the aged care, acute care, community support, disability, mental health, and social services sectors.
Organisational standards refers to the policies, procedures and practices which reflect an organisation's service philosophy and the current and relevant ethical, legislative regulatory and contractual requirements to which the setting or role is subject. Organisational standards may be documented in the organisation's vision and values, standard operating procedures, health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents and codes of conduct and/or ethics.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of quality and safety in a health or wellbeing setting.

Performance criteria

- 1.1 The link between an improvement in consumer outcomes and the quality and safety culture of an organisation is explained using an example from own practice.
- 1.2 The value of openness and transparency in health care is explained in terms of the implications for quality and safety.
- 1.3 The importance of identifying, recognising and reporting consumer safety incidents and/or adverse events and near misses is explained in relation to organisational standards.

Range evidence is required of an example.

- 1.4 Human factors that may compromise or impact on quality and safety are identified and explained.
- 1.5 Key drivers that can lead to poor quality care are explained.

Range key drivers include harm, waste and variation.

Outcome 2

Contribute to, promote, and model a culture where quality and safety are priorities, in a health or wellbeing setting.

Range evidence relates to agreed change(s) which have a quality and safety focus within own work environment.

Performance criteria

- 2.1 Communication, including actively promoting the agreed change(s) is in accordance with organisational standards.
- 2.2 Contribution, including participation in and support of change processes, is in accordance with organisational standards.
- 2.3 Own behaviour, including complying with the agreed change in own actions and promoting agreed change in verbal/written communication, is adapted to accommodate and support the agreed change(s).
- 2.4 Acts which are unsafe, or have the potential to be unsafe, are recognised and reported in accordance with organisational standards.

Outcome 3

Develop a measure to evaluate an aspect of care or service delivery related to quality and safety, and use learnings to improve that aspect.

Range the aspect relates to own role and to consumer safety.

Performance criteria

- 3.1 The measure identified relates to human factors that may compromise or impact on quality and safety and key drivers of poor quality care.
- 3.2 The evaluation identifies and defines problems, especially in relation to harm, waste and variation.

Outcome 4

Implement, support and reflect on the outcomes of change to an evaluated aspect of care or service delivery.

Performance criteria

- 4.1 Change is implemented and supported in accordance with organisational standards.
- 4.2 Reflection on the outcomes outlines the contribution the change has made towards improving quality and consumer safety within own work environment.

Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 April 2017	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact the Careerforce, the Community Support Services Industry Training Organisation Limited, info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.