

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Quality and Patient Safety					
TSC	Clinical Services Development					
TSC Description	Drive and maintain clinical excellence through development of services					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-QPH-3003-1.1	HCE-QPH-4003-1.1	HCE-QPH-5003-1.1	HCE-QPH-6003-1.1
			Identify areas of clinical services that are lacking or require improvements and make suggestions on how to improve them	Facilitate improvement of clinical excellence through development of clinical services	Drive clinical improvements through reviewing and improving existing services, and leading the development of new clinical services. Evaluate safety, efficiency, efficacy and impact of current, new, or improved clinical services.	Synergise research outcomes and organisational/clinical goals to develop new clinical services. Maintain an overview of all clinical services pertaining to the specialisation.
Knowledge			<ul style="list-style-type: none"> • Current and new clinical services available within the organisation • Methods to collect client or patient feedback on clinical services • Principles of evidence-based practices 	<ul style="list-style-type: none"> • Current and new clinical services available within and outside the organisation • Processes for review of existing clinical services • Piloting phases including efficacy trials • Tools for planning service/quality improvement such as process mapping, force field analysis, Plan-Do-Study-Act (PDSA) • Current approaches in service improvement such as Lean, Quality, Innovation, Productivity and Prevention (QIPP), Scrum 	<ul style="list-style-type: none"> • Organisation's policies, guidelines and strategic directions • Current research in new or existing conditions and services • Trends in clinical services or clinical delivery processes such as Telehealth • Design thinking principles • Change management principles • Evaluation methods for new clinical services/programmes • Clinical services development concepts and considerations 	<ul style="list-style-type: none"> • National or profession-based initiatives relevant to specific target groups, services or specialisations • Procedures to translate research into new services • Funding processes and sources • Effect of momentum when evaluating and implementing new services • Multidisciplinary innovations and potential for collaboration

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Abilities			<ul style="list-style-type: none"> • Provide feedback on areas of improvement for current clinical services offered • Collect staff and client feedback on clinical services • Support quality improvement projects related to clinical services 	<ul style="list-style-type: none"> • Provide recommendations for improvements to clinical services based on feedback from clients/patients, other professionals as well as self-assessments for consideration by senior staff • Identify clinical needs and clinical service gaps • Conduct/lead quality improvement projects 	<ul style="list-style-type: none"> • Manage allocated fundings for new clinical services • Pilot new clinical services to test for efficacy and safety • Implement new or improved services in the department • Evaluate the effectiveness and value-add of new or improved clinical services • Promote awareness of new or improved services and procedures to ensure buy-in from relevant stakeholders • Manage the concerns of staff in the adoption of new or improved clinical services by the department 	<ul style="list-style-type: none"> • Set strategic directions for the development of new clinical services • Set service standards to be met by new or improved clinical services • Endorse new services that have been developed • Develop, evaluate and implement inter-professional services • Develop regulatory approaches to assess the safety and efficacy of new clinical services • Evaluate the safety and efficacy of clinical services in accordance to regulatory requirements • Secure funding to finance the development of new clinical services
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