

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

TSC Category	Quality and Patient Safety					
TSC	Quality Improvement and Safe Practices					
TSC Description	Drive continuous improvement, risk management and implementation of safety design principles to achieve quality and patient safety outcomes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCE-QPH-2007-1.1	HCE-QPH-3007-1.1	HCE-QPH-4007-1.1	HCE-QPH-5007-1.1	HCE-QPH-6007-1.1
		Assist in continuous improvement and patient safety processes within own work areas	Support implementation of continuous improvement in quality and patient safety	Implement continuous improvement in quality and patient safety	Lead the design and application of improvement strategies and tools to enhance quality and safety	Establish system direction across the organisation to drive continuous improvement in quality and safety
Knowledge		<ul style="list-style-type: none"> Quality improvement concepts Nursing quality and patient safety indicators and goals Patient safety concepts Individual role in preventing errors 	<ul style="list-style-type: none"> Processes and tools to identify risks Procedures for incident documentation Purposes and benefits of continuous improvement concepts The Plan, Do, Check, Act (PDCA) cycle of quality improvement Effective communication techniques 	<ul style="list-style-type: none"> Continuous improvement principles, systems, tools and techniques Internal and external benchmarking principles and practices Types of continuous improvement activities and implementation approaches Adverse events and incidents that are subject to investigation Tools for planning service and/or quality improvement including process mapping, force field analysis and Plan-Do-Study-Act 	<ul style="list-style-type: none"> Strategies, tools and techniques in continuous quality improvement and patient safety Opportunity identification methods and evaluation techniques Cost benefit analysis techniques Change management principles Methods of managing systems and processes to facilitate continuous improvement Measurement criteria for continuous improvement performance Organisational guidelines and best practices on clinical incidents or severe adverse event management Ministry of Health (MOH) and relevant sector regulatory body guidelines, policies and requirements on clinical incident management Communication of adverse outcomes 	<ul style="list-style-type: none"> Industry best practices and innovation in quality and patient safety Methods to set improvement goals, measure and evaluate process and system performance Methods to design and implement improvements Emerging trends in clinical incidents and severe adverse event management Revisions to the Ministry of Health (MOH) and relevant sector regulatory body standards and guidelines Organisation culture building strategies, tools and practices Methods of analysing and assessing continuous improvement opportunities Change management tools and practices System thinking principles and concepts

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

Abilities		<ul style="list-style-type: none"> • Suggest areas for continuous improvement within own work areas • Apply continuous improvement techniques • Apply best practice standards to provide safe care • Carry out improvement activities in accordance with action plans under supervision 	<ul style="list-style-type: none"> • Identify areas of improvement in quality and safety of patient care • Monitor the progress of improvement activities and take appropriate corrective actions as guided • Assist in collecting and compiling data to measure the outcomes of the improvement activities • Report outcomes of improvement activities in accordance with organisational procedures • 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 • Provide recommendations based on self-assessments of clinical efficiency, safety and efficacy 	<ul style="list-style-type: none"> • Review outcomes of care • Analyse errors to propose potential areas for improvement • Develop innovative solutions to supplement gaps and address hazards of care as guided by supervisors • Implement quality and patient safety improvement projects as guided by supervisors • Synergise client and professional feedback to identify improvement areas in current service offerings • Provide recommendations based on feedback from clients and other professionals as well as self-assessments for consideration by senior staff • Evaluate current services offered to identify areas for improvement • Lead quality improvement projects 	<ul style="list-style-type: none"> • Apply organisational investigation and analysis processes for teams and individuals • Implement recommendations based on the evaluations conducted on clinical incidents • Equip staff in clinical incidents and severe adverse event management • Investigate care delivery problems, clinical contexts, contributory factors and their interrelation to the clinical incidents or adverse events • Develop reports of incidents or adverse event investigation outcomes and recommendations to address root causes of clinical incidents or adverse events • Transform continuous improvement strategies into actionable plans • Manage change to facilitate transition or incorporation of new equipment, procedures or processes • Review department investigation procedures and reports of clinical incidents and severe adverse events • Develop preventative measures informed by findings from clinical incidents and adverse event reports 	<ul style="list-style-type: none"> • Drive improvement opportunities in line with organisation's continuous improvement goals and targets • Formulate targets for quality improvement initiatives • Keep abreast of industry best practices and trends • Evaluate the feasibility of new and emerging technology, procedures and processes used in the industry or adjacent industries • Establish local documented processes for identifying, managing and reporting clinical incidents • Promote a strong culture of quality and safety across the organisation • Develop priorities and strategies for quality improvement and patient safety • Provide resources to achieve quality and patient safety objectives • Apply system thinking concepts and principles to drive organisational wide improvements
------------------	--	---	--	---	--	--

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

					<ul style="list-style-type: none">Promote a culture of quality and safety in the unit	
--	--	--	--	--	---	--