



# **Standards for Better Health**

## **A Pragmatic Interpretation for Chaplains**



# Standards for Better Health

## ■ Core Standards

*Specifying & defining what we do and what we offer*

## ■ Development standards

*Specifying & defining the process for personal & professional development*



# Standards for Better Health

- **Patient Safety**
- **Clinical & Cost Effectiveness**
- **Governance**
- **Patient Focus**
- **Accessible & Responsive Care**
- **Care (environment & amenities)**
- **Public Health**



## **PATIENT SAFETY**

- is enhanced by health care processes & working practices to prevent or reduce the risk of harm
- Infection
- Vulnerable child or adult
- NIHCE guidance

## **DEVELOPMENT**

- Review how we work together & the way we refer, record, respond.



## **CLINICAL EFFECTIVENESS**

- Evidenced based assessment & care plans for patients
- Meeting individual needs

## **DEVELOPMENT**

- Taking into account physical, spiritual and psychological needs & preferences
- Seamless care between different organisations



## **GOVERNANCE**

- Managerial & leadership accountability as well as culture, systems, processes to ensure that probity & quality assurance are central to what we do.

## **DEVELOPMENT**

- Appropriately constituted teams
- Skill mix
- Training



# PATIENT FOCUS

- Respecting diverse needs of patients, relatives and staff
- Systems in place to ensure privacy & dignity
- Patient confidentiality – information conveyed & medical case notes
- Involving patients in care decisions – especially the long term patient



## **PATIENT FOCUS: –**

- What are the pastoral needs?
- What are the religious needs
- What are the spiritual needs?
- How can they best be met?
- What are the follow-up arrangements?



## **ACCESSIBLE & RESPONSIVE CARE**

- Patients receive prompt care – especially in emergency situations
- Equality in care

## **DEVELOPMENT**

- Use locally agreed process for referral of care needs



## **CARE ENVIRONMENT & AMENITIES**

- Care is provided in an environment that promotes staff & patient well-being
- Care provided reflects patients' needs & preferences

## **DEVELOPMENT**

- Healthcare is provided in appropriate environments that promote patient & staff well-being



# PUBLIC HEALTH

- Cooperating with other organisations
- Planned and practices to incidents and emergencies



# **Standards for Better Health**

## **What do we need to be doing?**

- Review how chaplaincy is delivered, recorded and monitored?
- Review Job Description
- Define the process of appraisal
- Start the process of appraisal

**It's all about service & practice not theory!**



# KSF Appraisal

- Communication
- Personal & people development
- Health, safety & security
- Service improvement
- Quality
- Equality & diversity



# KSF Appraisal

- Assist in assessing health & well-being needs & how to meet them
- Enabling patients to address specific health & well-being needs
- Plan, deliver & evaluate care to meet people's health & well-being needs
- Enabling people to learn & develop
- Organise specific aspects of services/projects
- Supervise the work of others