

# RAISING STANDARDS USING SERVICE FRAMEWORKS

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## WHAT IS A SERVICE FRAMEWORK?

- Key component in the modernisation and reform of health and social care services in NI
- Sets out standards of care that patients/clients can expect to receive and providers deliver
- Standards are:
  - Evidence based,
  - Capable of being measured, and
  - Supported by 3 year performance targets
- Service Framework is a 'living' document

## THE AIM

- Improve health and wellbeing of population
- Reduce variation in treatment and care
- Link public health and wellbeing with quality of care
- Improve partnership working across health and social care as well as other agencies / sectors

## THE STAKEHOLDERS

- The Minister – high quality services delivering value for money
- Patient /Client and Carer – disease prevention, better self care, clarity of expectation
- Health and Social Care commissioners - to plan services and monitor service improvement
- Health and Social Care providers – to deliver health and social care to the expected standard
- The Regulation and Quality Improvement Authority – assessment of implementation across HSC

## Patient/client Pathway Template

```

    graph TD
      A[Prevention / Promotion Protection /Lifestyle] --> B[Assessment & Diagnosis]
      B --> C[Treatment]
      C --> D[Ongoing Care / Chronic Disease Management]
      D --> E[End of Life Care / Palliative Care]
  
```

## THE PROGRESS TO DATE

First phase focused on most significant causes of ill health and disability:

- Cardiovascular health and wellbeing
- Respiratory health and wellbeing
- Cancer prevention, treatment and care
- Mental health and wellbeing
- Learning disability

Work has also commenced on:

- Children and young people
- Older People

## THE DEVELOPMENT PROCESS

- Use established networks e.g. Cardiac Network, Respiratory Forum, NI Cancer Network
- Project lead and recognised 'champions'
- Involve people from all aspects of health and social care – professionals, managers, service users and carers
- Considerable 'buy in' from clinicians
- Consultation and external quality assurance

## THE CHALLENGES

- Each service framework must be affordable within the resources available
- Managing professional and public expectations
- Focus on limited high impact standards
- Critical interfaces with other government agencies – employment, education, housing