

442

## MONITOR AND EVALUATE THE QUALITY, OUTCOMES AND COST-EFFECTIVENESS OF SUBSTANCE MISUSE SERVICES

### Unit overview

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#### Elements of competence

442a	Manage the performance of providers of substance misuse services
442b	Evaluate and improve the quality, outcomes and cost-effectiveness of services

#### About this unit

This unit is about working with providers of health and social care services to ensure that they are delivering the quality of service specified in their contracts. It also includes identifying ways in which the overall quality, outcomes and cost-effectiveness of services can be improved.

#### Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Partner agencies:** agencies within the local partnership; other agencies with which you work in partnership.

**Substance Misuse Services:** education and prevention services; care and treatment services; rehabilitation and transitional care services; services for relatives and carers of substance misusers.

**Key performance indicators,** covering: activities; outcomes; costs; input objectives based on quality standards; processes; corrective action; giving advice and/or support to the provider; establishing alternative methods of obtaining monitoring information; agreeing alternative ways for providers to meet their contractual requirements; referring the deficiency or failure to a higher or other authority; taking steps to amend or terminate the contract.

**Quality,** in terms of: relevance of the service (Does it match clients' needs?); accessibility (Are there any barriers to accessing the service such as geographic location, gender or cultural/racial factors?); acceptability (Are clients satisfied with the service?); equity (Is there any unwarranted exclusion of clients from services based on issues such as referral mechanism, race, gender etc?); efficiency (Is the service efficient?); effectiveness (What are the outcomes? To what extent does the service achieve its stated objectives?); partnership (Does it match the requirements of referring agencies and other partner agencies?).

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442a Manage the performance of providers of substance misuse services

### Performance criteria

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You need to show that:

- 1 You agree with providers the information required to monitor **key performance indicators**, the format and intervals at which the information should be provided
- 2 You agree with **partner agencies** common requirements for monitoring information
- 3 Providers understand the requirements of monitoring information and are competent to deliver this
- 4 Agreed monitoring information meets requirements for reporting to local, regional and national authorities
- 5 You receive accurate and complete monitoring information in the format and at the intervals required
- 6 You take appropriate **corrective action**, in the case of deficiency in the monitoring information required
- 7 You analyse the monitoring information supplied to identify where providers are, and are not, meeting contractual requirements for levels and quality of service
- 8 You discuss the findings of your analysis in an open and constructive manner with the providers concerned, and agree the actions they need to take to meet contractual requirements
- 9 You take appropriate **corrective action**, in the case of persistent failure by providers to meet contractual requirements
- 10 You report on the performance of providers to local, regional and national authorities as required

## 442                    **MONITOR AND EVALUATE THE QUALITY, OUTCOMES AND COST-EFFECTIVENESS OF SUBSTANCE MISUSE SERVICES**

442b                    Evaluate and improve the quality, outcomes and cost-effectiveness of services

### **Performance criteria**

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You need to show that:

- 1        You gather sufficient information to evaluate the **quality**, outcomes and cost-effectiveness of the **services** provided
- 2        You make an objective and thorough evaluation of the information in order to form a fair and valid judgement about the quality, outcomes and cost-effectiveness of the services
- 3        You make valid comparisons of quality, outcomes and cost-effectiveness with other comparable services
- 4        You discuss the findings of your evaluations in an open and constructive way with the providers concerned
- 5        You use and handle information in ways which maintain confidentiality
- 6        You identify and agree with providers ways in which they can improve the quality, outcomes and cost-effectiveness of the services they provide within existing contracts
- 7        You identify and recommend ways in which the terms and conditions of future contracts should be changed to improve the quality, outcomes and cost-effectiveness of services
- 8        You report on your evaluation of the quality, outcomes and cost-effectiveness of the services to local, regional and national authorities as required

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### **Knowledge specification for the whole of this unit**

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Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

#### **Theory and practice**

##### **Analytical techniques**

- 1 How to use monitoring information to identify where providers are, and are not, meeting contractual requirements

##### **Communication and interpersonal skills**

- 2 The importance of ensuring providers understand what is required of them
- 3 The importance of discussing the findings of reviews and evaluations with those concerned in an open and constructive manner, and how to do so

##### **Information handling**

- 4 The importance of receiving complete and accurate monitoring information
- 5 The range of corrective action that can be taken in case of deficiencies in information supplied
- 6 The information required in order to be able to make a fair and valid evaluation of services
- 7 The principle of confidentiality: what information may be provided to whom

##### **Local knowledge**

- 8 The partner agencies in the local area
- 9 The range of suitable providers of services in the local area

##### **Monitoring and evaluation**

- 10 The range of key performance indicators required for services
- 11 The information required to monitor key performance indicators, the format and the intervals at which the information should be provided
- 12 The importance of agreeing with partner agencies common requirements for performance monitoring information
- 13 How to make an objective and thorough evaluation of the quality, outcomes and cost-effectiveness of the services

##### **Procurement**

- 14 The terms and conditions of contracts with providers of services
- 15 The range of actions providers can take to ensure they meet contractual requirements

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### **Knowledge specification for the whole of this unit (continued)**

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- 16 The range of corrective action that can be taken if providers persistently fail to meet their contractual requirements

#### **Quality**

- 17 The importance of key performance indicators in specifying and assuring the quality of services
- 18 The importance of making comparisons with other comparable services and how to do so
- 19 Ways in which the quality of services can be improved

#### **Substance misuse**

- 20 The range of substance misuse services
- 21 Other substance misuse services with which to make valid comparisons of quality and cost-effectiveness
- 22 Local, regional and national authorities and their requirements for reporting

#### **Training and development**

- 23 How to ensure providers are competent to provide monitoring information in the required format

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### Evidence requirements for this unit

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- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for ALL elements of this unit.
- Simulation is NOT permitted for this unit.

### Competences can be demonstrated using a variety of types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg analysis, monitoring information and guidance, policies and procedures, records and reports; evaluation reports, communication records, minutes of meetings with partner agencies and others, etc.
- **Assignment/project:** you may have already completed a project or assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1). You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective accounts:** you describing your actions in (a) particular situation(s) and reflection on the reason(s) for you practicing in that way, in relation to monitoring and evaluation of the quality, outcomes and cost-effectiveness of substance misuse services.
- **Questioning/professional discussion:** you and your assessor may agree on questions or discussion to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts. These can be oral or written but evidence of this must be recorded.

**NB Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.**