<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Quality and Patient Safety</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Quality Improvement and Safe Practices</td>
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<tr>
<td>TSC Description</td>
<td>Drive continuous improvement, risk management and implementation of safety design principles to achieve quality and patient safety outcomes</td>
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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
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<td>HCE-QPH-2007-1.1</td>
<td>HCE-QPH-3007-1.1</td>
<td>HCE-QPH-4007-1.1</td>
<td>HCE-QPH-5007-1.1</td>
<td>HCE-QPH-6007-1.1</td>
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<tr>
<td>Assist in continuous improvement and patient safety processes within own work areas</td>
<td>Support implementation of continuous improvement in quality and patient safety</td>
<td>Implement continuous improvement in quality and patient safety</td>
<td>Lead the design and application of improvement strategies and tools to enhance quality and safety</td>
<td>Establish system direction across the organisation to drive continuous improvement in quality and safety</td>
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**Knowledge**

- Quality improvement concepts
- Nursing quality and patient safety indicators and goals
- Patient safety concepts
- Individual role in preventing errors
- 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
- 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
- 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
- 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
Abilities

- 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

- 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

- 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

- 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

- 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
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<th><strong>Promote a culture of quality and safety in the unit</strong></th>
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• Promote a culture of quality and safety in the unit.