<table>
<thead>
<tr>
<th>Stages</th>
<th>What activities have you undertaken to improve quality?</th>
<th>What evidence or examples have you collated?</th>
<th>Relevance to the NMC Code</th>
</tr>
</thead>
</table>
| What are we trying to achieve? | ● Clinical audit  
● Service review  
● Development and implementation of evidence-based practice development guidelines  
● Review of clinical outcomes | ● National and local standards and guidance  
● Patient-safety incidents  
● Complaints  
● Stakeholder feedback | ● Paragraph 6, page 7  
Always practise with the best available evidence  
● Paragraph 14, page 11  
Be open and candid with all service users about all aspects of care and treatment, including when any mistakes or harm have taken place |
| Are we achieving it?           | ● Outcome measurement (local and national)  
● Benchmarking | ● Similar organisations  
● National standards  
● Local standards  
● Professional standards  
● Pre-determined criteria and standards of the audit programme | ● Paragraph 8, page 8  
Work with colleagues to evaluate the quality of your work. Share information to identify and reduce risk |
| Why are we not achieving it?   | ● Review of current systems and processes (causative factors)  
● Cause-effect analysis  
● SWOT analysis  
● Policy/procedure review  
● Observation of clinical practice (nursing, medical, and non-medical staff)  
● Stakeholder interviews  
● Analysis of all info | ● SWOT analysis  
● Cause-and-effect diagram  
● Reason’s (2000) systems-failure model  
● Gantt chart  
● Regular meetings (minutes)  
● Stakeholder feedback  
● Initial findings  
● Emerging themes | ● Paragraph 7, page 7  
Communicate clearly  
● Paragraph 8, page 8  
Work cooperatively  
● Paragraph 10, page 9  
Keep clear and accurate records relevant to your practice  
● Paragraph 16, page 12  
Act without delay if you believe that there is a risk to patient safety or public protection |
| What can be done to improve things? | ● Final report and executive summary with recommendations  
● Action plan and timescales for implementation  
● Support from senior management team | ● Implementation programme to change practice  
● Minutes from staff/stakeholder meetings during implementation programme  
● Monitoring plan | ● Paragraph 9, page 8  
Share your skills, knowledge and experience for the benefit of people receiving care and your colleagues  
● Paragraph 11, page 10  
Be accountable for your decisions to delegate tasks and duties to other people |
| Have things been improved?     | ● Re-audit | ● Results meet pre-determined criteria and standards of the audit programme | ● Paragraph 25, page 18  
Deal with risk to make sure that the quality of care or service you deliver is maintained and improved, putting the needs of those receiving care or services first |