

## FN9H 04 (GEN 79) **Coordinate the progress of individuals through care pathways**

### **About this Unit**

This standard is about coordinating the effective management of individuals through care pathways within any health or social care setting or context. Patient pathways are determined by the specific needs of the individual and their condition.

Users of this standard will need to ensure that practice reflects up to date information and policies

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

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**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
◆ Simulation is <b>NOT</b> permitted for any part of this Unit.
◆ <b>The following forms of evidence ARE mandatory:</b>
◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b> , how you record, store and share information and what legislation informs your practice.
◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b> , how you coordinated aspects of the care pathway and any potential problems.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.
◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.
◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.
◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.
◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.
◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.
◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
<b>GENERAL GUIDANCE</b>
◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.
◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.
◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.
◆ All evidence must relate to your own work practice.

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**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

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.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The types of information that need to be shared with others as individuals progress through their care pathways.	
2 The nature, sequence and urgency of each part of the care pathway.	
3 The reasons for reviewing individuals' priorities and the frequency with which this should be undertaken.	
4 The requirements of each stage of the individual's care pathway, and how the number of individuals that access services can be managed and optimised.	
5 The care pathway steps and the importance of maintaining individual safety when supporting the operation of care pathways.	
6 The importance of effective communication with all involved in the management and delivery of patient pathways.	
7 The factors influencing the efficiency and effectiveness of care pathways and how potential problems can be prevented.	
8 The resources that are required at each stage of the care pathway.	
9 The time individuals spends at each stage of the care pathway, and how to manage this effectively.	
10 The policy and procedures for recording information related to the care pathway.	
11 The protocols and guidelines for prioritising care and treatment.	
12 The information that should be collected as part of the audit processes.	
13 Current legislation, guidelines, policies and protocols which affect your responsibilities and work practice.	
14 The policies and guidance which clarify your scope of practice.	
15 The boundaries of your role and the importance of working within your scope of practice.	
16 The roles and responsibilities of others involved in the delivery of care pathways.	

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Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Adhere to legislation, protocols and guidelines relevant to your role and area of work.					
2	Record, store and share patient documentation and information in line with patient confidentiality and data protection.							
3	Recognise the boundary of your role and responsibility and the situations that are beyond your competence and authority.							
4	Identify the resources required for the effective transfer of individuals along care pathways and liaise with colleagues to ensure their availability.							
5	Coordinate aspects of the care pathway, to achieve the best outcome for the individual.							
6	Identify potential problems that can arise as individuals move along the care pathway and identify the actions required to overcome these.							
7	Identify the prompt and effective action required when there is deviation from the planned pathway.							
8	Communicate information regarding the individual, their needs and treatment as the individual is transferred to the care of colleagues, other departments or services.							
9	Contribute to the review of care pathways and update as necessary to ensure efficiency and effectiveness.							

*DO = Direct Observation*  
*EW = Expert Witness*  
*PD = Professional Discussion*

*RA = Reflective Account*  
*P = Product (Work)*

*Q = Questions*  
*WT = Witness Testimony*

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*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....