

Safe clinical and care processes

	Practitioner	Team	Organisation
Safe staffing and skill mix	Process for real time staffing risk assessment, escalation and mitigation	System to identify and support staff working out with their usual area	Forum to review current staffing, outcomes of escalation and mitigation at least twice daily
Care is up to date and evidence based	Digital access to national guidance and standards, available at point of care	Evidence based changes to policy and practice are tested using the Scottish Approach to Change	Timely communication to staff of changes to policy and procedures
Clinical and care governance structures support safety	Timely reporting and sharing of adverse events, successes and opportunities for improvement	Teams routinely collect, review and act on care assurance data, and contribute to local governance processes	Use a quality management system approach to deliver clinical and care governance
Information systems that work together	Use of community asset maps, such as ALISS, for timely access to available resources	Processes for timely sharing and receiving of information at transitions in care	Embed citizen facing technology to support timely sharing of information, for example Digital Front Door