

# Healthcare Safety and Quality Capabilities

## Frequently Asked Questions

### ***What is a capability framework?***

It describes the capabilities and behaviours expected of employees within an organisation or across a sector. Capabilities are transferable knowledge, skills and abilities relevant to a role.

### ***Why are the Healthcare Safety and Quality Capabilities important?***

These capabilities provide a common language for healthcare workers across the NSW public health system to describe the key healthcare safety and quality knowledge, skills, abilities and behaviours needed to prevent patient harm, ensure reliable care and improve the quality of health outcomes. Furthermore, the capabilities provide clarity for individuals, teams and leaders to understand what safety and quality looks like in practical terms for their role.

### ***How do these capabilities differ from the NSW Public Sector Capability Framework?***

The Healthcare Safety and Quality Capabilities are an occupation-specific capability set that describe specialised capabilities for NSW Health employees. These capabilities complement the NSW Public Sector Capability Framework, which describes the capabilities and associated behaviours that are expected of all NSW public sector employees, at every level and in every organisation.

### ***Why were these capabilities developed?***

Consultations with stakeholders across the NSW public health system emphasised various challenges with understanding and defining the capabilities and behaviours required to support reliable healthcare safety and quality outcomes. The key challenges highlighted were:

- Staff, teams and leaders in NSW Health define safety and quality differently and so there is no common language at the point of care.
- Capability for safety and quality is not reflected in the Public Service Commission's Capability Framework
- Even though healthcare staff, teams and leaders accept that safety and quality is everybody's business, it is difficult to describe what that looks like day to day
- It is difficult to identify and provide targeted safety and quality development that meets the needs of staff, as well as the organisation
- There are no clear pathways to develop breadth or depth of safety and quality expertise in the NSW health system.
- There is currently no career pathway to become a healthcare safety and quality expert.

### ***How do I use the capabilities?***

The Healthcare Safety and Quality Capabilities provide the foundation for a variety of people related practices including:

- Standardised job design and role description
- Recruitment practices (e.g. Interview questions)
- Performance development practices (e.g. Performance conversations)
- Learning and development activities around safety and quality
- Career planning conversations and activities (e.g. Development pathways for safety and quality)
- Succession planning
- Workforce planning

### ***Is it compulsory to use the Healthcare Safety and Quality Capabilities?***

No, however the capabilities describe the behaviours expected from all service providers and healthcare workers to ensure consistent, safe and reliable care for consumers, their families and carers. Hence, NSW Health leaders and employees are strongly encouraged to utilise the capabilities relevant to their role.

### ***Do the capabilities apply to all roles across NSW Health?***

Yes, safety is everybody's business, so the capabilities apply to every role across NSW Health.

### ***When will the capabilities be available?***

The Healthcare Safety and Quality Capabilities are available now via the Clinical Excellence Commission website, [www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au)

### ***When will the capabilities be implemented across NSW Health?***

The capabilities are available now.

### ***What support is available to implement the capabilities?***

The Clinical Excellence Commission has developed a series of resources to support the implementation and usage of the capabilities. These include:

- **Conversation Guide for Employees and Managers:** This guide has been developed to conversations about further building safety and quality capability to enhance the delivery of safe, reliable care.
- **Development Guide:** This guide is designed to help you plan the development activities that will help you to build the Healthcare Quality and Safety Capabilities.
- **Interview Questions:** This resource includes questions designed to support the Healthcare Safety and Quality Capabilities during recruitment.

### ***Who do I talk to for more information?***

To learn more about the capabilities, visit [www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au) or email [CEC-Academy@health.nsw.gov.au](mailto:CEC-Academy@health.nsw.gov.au)