

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Clinical Care

| | |
|------------|---|
| Title | Monitor the Quality of Emergency Care |
| Code | 106083L5 |
| Range | This Unit of Competency is applicable to employees in elderly care services industry who are responsible for monitoring the quality of clinical care. This Competency involves the ability of critical analysis and assessment. Employees are required to formulate relevant performance indicators and quality standard, monitor and evaluate whether the emergency care procedures fulfil the standard, propose ways of improvement, and ensure the institution provides comprehensive emergency care. |
| Level | 5 |
| Credit | 1 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on emergency care</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the policy, code and procedures of the institution regarding emergency care • Understand the code of conduct when providing care services • Understand the procedure of quality monitoring, such as: <ul style="list-style-type: none"> ○ Formulate performance indicators and quality standard ○ Collect and analyse data ○ Draft report and evaluate the effectiveness • Understand the skills to provide emergency care and the use of relevant assessment tools • Understand the quality enhancement scheme of the institution • Understand the principle of evidence-based practice in emergency care • Understand elderlies' personal rights and the principle of privacy <p>2. Ensure the quality of emergency care</p> <p>Be able to</p> <ul style="list-style-type: none"> • Review all existing emergency care procedures and ensure their implementation is in line with the institution's policies, professional knowledge on emergency care and code of practice, such as: <ul style="list-style-type: none"> ○ Abolish obsolete, non-applicable guidelines ○ Give recommendations to improve underperforming items ○ Add the latest information to guidelines ○ Implement the principle of evidence-based practice • Monitor the implementation of emergency care procedures through various means and formulate relevant performance indicators and quality standards, such as: <ul style="list-style-type: none"> ○ Examine staff on their competency in performing relevant care procedures ○ Review manpower situation and staff deployment, for example, review whether the institution can practise division of labour according to the guidelines in times of emergency, deploy certain staff members to call ambulance and some others to evacuate the crowd ○ Evaluate the work efficiency, for example, check relevant care provision record to see whether the tasks are completed within the time designated, and whether the first-aid equipment is checked regularly ○ Review the attendance rate/rehearsal rate of staff participating in emergency care training ○ Collect the opinions from service users or their family |

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Clinical Care

| | |
|---------------------|--|
| | <ul style="list-style-type: none"> • Construct an effective supervision and training mechanism, enhance training in underperforming aspects to ensure that the relevant staff are able to understand and perform the best emergency care procedures • Formulate templates of report form for staff to record clearly the emergency care procedures given for follow-up actions thereafter • Evaluate regularly whether the emergency care provided fulfils the standard, such as: <ul style="list-style-type: none"> ○ Collect and analyse relevant data on emergency care performance indicators regularly ○ Examine regularly the staff on the relevant knowledge and procedures of emergency care ○ Review the emergency care record of staff, understand whether they can perform care procedures according to guidelines in practical situations. • Draft the report according to the evaluation results, and propose ways to improve quality of the care provided in the report. <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Ensure the guidelines of the institution regarding emergency care are based on grounds recognized by professionals and its content is the most updated and currently the best evidence available. |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to ensure that emergency care procedures are in line with the institution's policies regarding emergency care, knowledge and code of practice of professional nursing care, and the principle of evidence-based practice; • Ability to formulate relevant performance indicators and quality standards, to monitor the implementation of emergency care procedures; and • Ability to analyse the data on emergency care indicators, evaluate whether the procedures and guidelines on emergency care can reach the standard of professional nursing care, draft the report and propose ways to improve. |
| Remark | |