

NHS Impact - Component 5 and BS ISO 7101:2023 Clauses

Embedding into management systems and processes

	What this looks like in practice:	BS ISO 7101:2023 Healthcare organisation management - Management system for quality in healthcare organisations - Requirements
1	Develop an explicit management system that aligns with the strategy, vision and purpose of the organisation at Board level, throughout and across all services and functions.	4 Context of the organisation 4.1 Understanding the organisation and its context. 4.2 Understanding the needs and expectations of stakeholders. 4.3 Determining the scope of the management system for quality in healthcare organisations. 4.4 Management system for quality in healthcare organisations.
2	Put systems in place to identify and monitor early warning signs for all organisational process and quality risks. Ensuring clear standard processes of how to respond to these.	6 Planning 6.1 Actions to address risk and opportunities. 6.1.1 General. 6.1.2 Risk culture. 6.1.3 Risk management processes. 6.2 Healthcare quality objectives and planning to achieve them. 6.3 Planning of change.
3	Set up the management system as a standard way of operating that enables ongoing continuous improvement of access, delivery, quality, experience, value and outcomes whilst ensuring financial sustainability.	7 Support 7.1 Resources. 7.2 Competence. 7.3 Awareness. 7.4 Communication. 7.4.1 General. 7.4.2 Service user communication. 7.4.3 Clinical communication. 7.5 Documented information. 7.5.1 General. 7.5.2 Creating and updating documented information. 7.5.3 Control of documented information. 7.5.4 Information management system. 7.5.5 Control and management of electronic information. 7.5.6 Audit of records. 10 Improvement 10.1 Continual improvement. 10.2 Nonconformity and corrective action. 10.2.1 General. 10.2.2 Management of nonconformity and corrective action.

4	<p>Build a management system with a consistent and coherent set of systems and processes that enables the organisation to respond to system and national priorities more easily and with greater agility.</p>	<p>8 Operation 8.1 Operation planning and control. 8.2 Healthcare facilities management and maintenance. 8.2.1 General. 8.2.2 Contingency planning for facilities and services. 8.2.3 Equipment. 8.3 Waste management. 8.3.1 General. 8.3.2 Waste reduction. 8.3.3 Environmental responsibility. 8.4 Handling and storage of materials. 8.5 Service user belongings. 8.6 Emerging technologies. 8.7 Service design in healthcare. 8.8 Supplies and services from external providers.</p>	<p>8.9 Provision of services. 8.10 People-centred care. 8.10.1 General. 8.10.2 Service user experience. 8.10.3 Compassionate care. 8.10.4 Inclusivity and diversity. 8.10.5 Health literacy. 8.10.6 Co-production. 8.10.7 Workforce wellbeing. 8.11 Ethics 8.12 Patient safety. 8.12.1 General. 8.12.2 Knowledge and learning in safety. 8.12.3 Patient identification. 8.12.4 Medication safety. 8.12.5 Surgical safety. 8.12.6 Infection prevention and control (IPC). 8.12.7 Prevention of falls, pressure ulcers and thromboembolism. 8.12.8 Diagnostic safety. 8.12.9 Blood transfusions.</p>
5	<p>A committed Board and senior leadership team who own and use this approach to manage the everyday running of their organisation, including simple and visual ways of understanding performance with tracking progress.</p>	<p>5 Leadership 5.1 Leadership and commitment. 5.2 Healthcare quality policy. 5.3 Roles, responsibilities and authorities. 5.4 Service user focus. 5.5 Access to care.</p>	<p>9 Performance evaluation 9.1 Monitoring, measuring, analysis, and evaluation. 9.1.1 General. 9.1.2 Healthcare quality indicators. 9.1.3 Methods. 9.1.4 Results. 9.2 Internal audit. 9.2.1 General. 9.2.2 Internal audit programme. (3 Management review. 9.3.2 Management review inputs. 9.3.3 Management review results.</p>