

Declaration of East Midlands Ambulance Service Against the HCC Core Standards 2007- 08

Degree of Compliance	Core Standard
1st Domain - Safety	
Compliant	C01a: Healthcare organisations protect patients through systems that: identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents
Compliant	C01b: Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety, which require action, are acted upon within required timescales
Compliant	C02: Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations
Compliant	C04a: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving a year on year reduction in Methicillin-Resistant Staphylococcus Aureus (MRSA)
Compliant	C04b: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised
Compliant	C04c: All reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed
Compliant	C04d: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely
Compliant	C04e: Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment
2nd Domain - Clinical and Cost Effectiveness	
Compliant	C05a: Healthcare organisations ensure that they conform to National Institute for Health and Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care
Compliant	C05b: Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership
Compliant	C05c: Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work
Compliant	C05d: Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services
Compliant	C06: Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met
3rd Domain - Governance	
Compliant	C07a and c: Healthcare organisations: a) Apply the principles of sound clinical and corporate governance; c) Undertake systematic risk assessment and risk management
Compliant	C07b: Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources
Compliant	C07e: Healthcare organisations challenge discrimination, promote equality and respect human rights
Compliant	C08a: Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services
Compliant	C08b: Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups
Compliant	C09: Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required
Compliant	C10a: Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies

Compliant	C10b: Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice
Compliant	C11a: Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake
Compliant	C11b: Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes
Compliant	C11c: Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives
Compliant	C12: Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied
4th Domain - Patient Focus	
Compliant	C13a: Healthcare organisations have systems in place to ensure that staff, treat patients, their relatives and carers with dignity and respect
Compliant	C13b: Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information
Compliant	C13c: Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary
Compliant	C14a: Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services
Compliant	C14b: Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made
Compliant	C14c: Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that the organisation acts appropriately on any concerns and where appropriate, make changes to ensure improvements in service delivery
Compliant	C16: Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care
5th Domain - Accessible and Responsive Care	
Compliant	C17: The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services
Compliant	C18: Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably
6th Domain - Care Environment and Amenities	
Compliant	C20a: Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation
Compliant	C20b: Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality
Compliant	C21: Healthcare services are provided in environments, which promote effective care and optimise health outcomes by being well designed and well maintained, with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.
7th Domain - Public Health	
Compliant	C22a and c: Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by: a) Cooperating with each other and with local authorities and other organisations; c) Making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships
Compliant	C23: Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.
Compliant	C24: Healthcare organisations protect the public by having planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services