



# Improvement Cymru Academy Toolkit Guide



## Standardisation

## What is Standardisation?

Standardisation is the process of making objects or activities of the same type. They have the same features or qualities; it is the process of making something standard.

Standardisation also brings innovation. Firstly, because it provides structured methods and reliable data that save time in the innovation process. Secondly, because it makes it easier to disseminate ground-breaking ideas and knowledge about leading edge techniques.

## Background

The standards ensure that goods or services produced in a specific industry come with consistent quality and are equivalent to other comparable products or services in the same industry.

## Some Examples:

- **Repeatable** – Something that is repeatable and can be done again.
- **Reliable** - Consistently good in quality or performance; able to be trusted.
- **Capable** - Having the qualities or abilities that are needed to do or accomplish something.
- **Consistent** - Acting or doing something in the same way over time, especially to be fair or accurate.
- **Patient Safety**- Helps the prevention of errors and adverse effects to patients associated within health care.
- **Quality of care** – This must be set at high standards to ensure a safe and effective service, creating a standard way of working will provide a more effective impact on the quality to the service.

## Benefits of standardisation

For the organisation	For the service user / patient
<ul style="list-style-type: none"><li>▪ Be able to ensure high <b>quality and delivery in a repeatable way</b></li><li>▪ Facilitates the <b>training of newcomers</b></li><li>▪ Makes the tasks more <b>efficient and less prone to errors</b></li><li>▪ Provides a <b>basis for continuous improvement</b> of the process</li><li>▪ Enables <b>workload balancing</b> between employees</li><li>▪ A <b>safer</b> working environment</li></ul>	<ul style="list-style-type: none"><li>▪ Makes the tasks easier to execute</li><li>▪ Facilitates the training of newcomers and the <b>sharing of best practices</b> across seniors</li><li>▪ Avoid <b>waste of time</b> looking for information</li><li>▪ Allows to <b>evenly distribute the amount of work</b> to be done in the team</li><li>▪ Give service users <b>control over the processes</b> by encouraging them to define improvements to the SOPs</li><li>▪ Improved <b>safety</b> and quality</li></ul>

## How to create standardisation

These can be visual and documented reference that defines and organises staff member's work to achieve optimal quality, quantity, delivery, and efficiency.

- Policies - A statement of intent and is implemented as a procedure or protocol
- Standards - A repeatable, agreed, and documented way of doing something.
- Training - Developing in oneself or others, any skills and knowledge.
- Awareness - Knowledge and understanding that something is happening.
- Standard Operating Procedures (SOP's) - These can be visual and documented reference that defines and organises staff member's work to achieve optimal quality, quantity, delivery, and efficiency.
- There is also a *10 step guide to creating a standard.* (see next page)

## 10 step guide to creating a standard

1. Decide the activities where a standard is required
2. Decide who is responsible for capturing each standard
3. Define the steps involved in the activity - the “what” to do
4. Challenge that the standard is truly what should happen
5. Observe the activity and capture the one best way of doing it
6. Test the standard, checking known and possible scenarios
7. Share the new standard with everybody that does that activity
8. Apply the standard in the workplace, checking its effectiveness
9. Evaluate the benefits of applying the standard on performance
10. Periodically revisit the activity and capture further improvements

### What next?

We are trying to improve:

- **Quality** – Improved quality for the service user / patient. For instance, the prevention of errors and adverse effects to patients associated with health care.
- **Time** – Standard timelines amongst all staff supports them to spend more time with patients resulting in quality care for all and more efficient service.
- **Learning** – Creates a collaborative experience for all involved, resulting in an equitable service for patients and service users.
- **Management** – Ensures processes are the clear and understood by all stakeholders involved.

### Helpful tips

Use the ‘10-step Guide to Creating a Standard’ from start to finish. Before creating the standard, it would be very beneficial to always have a good variation of people and disciplines that do the task in the team. These are the people who are creating the standard and are the experts within their professional field.

## Additional Resources

If you would like more information on how the improvement model can support you or your organisation, we welcome you to visit our website.

<https://phw.nhs.wales/services-and-teams/improvement-cymru/improvement-cymru-academy/>

Or email us [improvementcymruacademy@wales.nhs.uk](mailto:improvementcymruacademy@wales.nhs.uk) to find about the improvement courses we offer.

## Further Reading

Langley J, et al. [The Improvement Guide: A Practical Approach to Enhancing Organizational Performance](#) USA: Jossey Bass, 1996.

## YouTube Link

[How are standards used? - YouTube](#) (Accessed 12 July 2022)