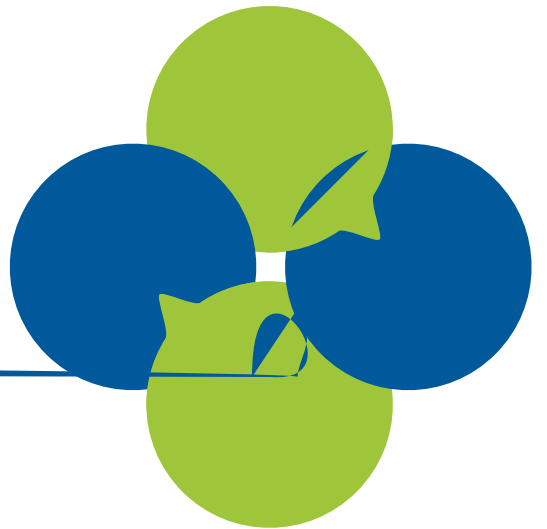


Workforce Productivity and Quality Model

Self-assessment tool, action plan
and evaluation



Active planning can be a step towards improving productivity, service quality, individual out-



Take Action

Now you have completed the analysis and identified areas of improvement of your self-assessment, use the template in **appendix two** to plan change, take action and monitor progress. You may find your planned interventions overlap and interlink across the 4 pillars of productivity and how you use digital technology.

Consider how you will know you've achieved what you set out to do. Take a 'SMART' approach to identifying your actions, targets and desired outcomes. **Things to help** - See section 2.1 of the Guide to Improvement [here](#) 'Plan and implement your improvement'.

Processes	Set of interrelated or interacting activities that transform inputs into outputs
Inputs	What is put in, taken in, or operated on by any process or system.
Outputs	The activities, services and products produced - what is delivered
Outcomes	The changes, benefits, learning or other effects that take place as a results of the service and activities provided - what is achieved.
Personal outcomes	Capture the changes and benefits experienced by people who use the services that have been provided by the care service.
Indicators	The signs and signal that are monitored in order to measure the progress in the delivery of services (Outputs and processes) and in the changes in brings about (outcomes).
Monitoring	The routine collection and recording of information, to keep track of day to day activities and progress. Its purpose is to provide regular feedback on how things are going and help make decisions.

Things to help

Go to: [Practical approaches to workforce planning guide](#) and the [Workforce Outcomes Measurement Model](#) where you will find step-by-step approaches and detailed guidance.

Ongoing monitoring

Plan a schedule of regular meetings to monitor progress.

Review your action plan regularly with everyone it affects to check it is on target. Address any issues, barriers or surprises that arise. Are there any emerging opportunities? Review and redefine targets as needed.

Review and Evaluation

Having undertaken the activities, complete a review and evaluation using the template in appendix three. To review your outcomes, you need to be very clear about the priorities that you set and involve all partners in evaluation. Consider whether the changes you made achieved the desired outcomes.

Things to help - See the following sections of the Guide to Improvement [here](#)

2.3 'Monitor your performance and maintain quality'

2.4 'Provide evidence of your improvement for the CQC'

2.5 'Let people know you have improved'

Appendix Three: Review and Evaluation Record

Review and record the overall results and impact of the interventions.

What were the key achievements?	
What was the outcome/impact for: people who need care and support staff in your service the organisation.	
What have you learnt?	
Did the benefits achieved justify the investment?	
How will you report your findings and to whom?	
How will you celebrate success?	
Rethink, refresh and redefine. What will you do next to sustain improvements?	