

Clinical Services Capability Framework v3.2

Self-Directed Learning Package

Instructions:

Step 1: Complete CSCF Self-Directed Learning Package (takes approximately 20 to 30 minutes to complete).

Step 2: Complete quiz at end of CSCF Self-Directed Learning Package (takes approximately 5 to 10 minutes to complete).

Step 3: Complete CSCF Self-Directed Learning Package evaluation form (optional).

Step 4: Submit your completed CSCF Self-Directed Learning Package **evaluation form** and obtain 100% on the quiz to receive a **Certificate of Achievement** (optional).

Let's get started!

- The Queensland CSCF is a technical document written by health professionals for health professionals.
- It is predominantly a **patient safety tool**.
- It has been designed to guide a coordinated and integrated approach to health service planning and delivery in Queensland hospitals.
- The CSCF applies to both public and licensed private health facilities.

Purpose of the CSCF (why we have one):

1. Describes a set of capability criteria identifying minimum requirements by service level.
2. Provides a consistent language for healthcare providers and planners to use when describing and planning health services.
3. Assists health services to identify and manage risk.
4. Guides health service planning.
5. Provides a component of the clinical governance system, credentialing and scope of practice of health services.
6. Instils confidence in clinicians and consumers that services meet minimum requirements for patient safety and guides health service planning.

Assumptions underpinning the CSCF:

Health facilities comply with:

- relevant legislative requirements, standards, guidelines and benchmarks including organisational policies such as informed consent, fatigue management, etc.
- health professional workforce requirements such as professional registration, codes of conduct, and health & safety of employees, contractors and visitors.
- relevant health professional credentialing and scope of clinical practice.
- other sector-relevant policies, procedures, frameworks, etc.
- culturally safe and capable service provision guidelines, including interpreter services, as the foundation for providing minimum standards of clinically safe and accessible healthcare.

CSCF essential considerations:

When applying the CSCF, all services should consider:

1. Culturally safe service provision
2. Service networks
3. Outreach services
4. Multidisciplinary teams
5. Research, teaching and education
6. Risk management
7. Planned and emergency care
8. Occupational health and safety
9. Children's services
10. Rural and remote services

Checkpoint #1

The CSCF **does not** replace:

- established legislation.
- mandatory standards developed by professional bodies.
- credentialing of health professionals.
- service-specific patient safety policies and procedures.

Structure of the CSCF:

- Presented in modular format.
- Overarching module is the **Fundamentals of the Framework** which contains information common to all modules.
- Fundamentals of the Framework also contain an **acronym list and glossary** to clarify terminology used in the CSCF.
- A series of individual modules describe specific minimum service-level capability criteria.
- Some modules include sections.

Core components of the CSCF:

1. Fundamentals of the Framework — provides the foundation for application of the CSCF.
2. Service levels — clinical and support services can be classified by up to 6 service levels.
3. Service level criteria including **service descriptions, service requirements, workforce requirements, specific risk considerations** (where relevant), and **support services requirements**.
4. Legislation, regulations & legislative standards.
5. Non-mandatory standards, guidelines, benchmarks, policies and frameworks.

Checkpoint #2

The CSCF **does not** replace:

- accreditation processes.
- defined scope of clinical practice.
- developing and organising workforce capability and capacity.
- clinical judgement.

Distinguishing 'service' from 'facility':

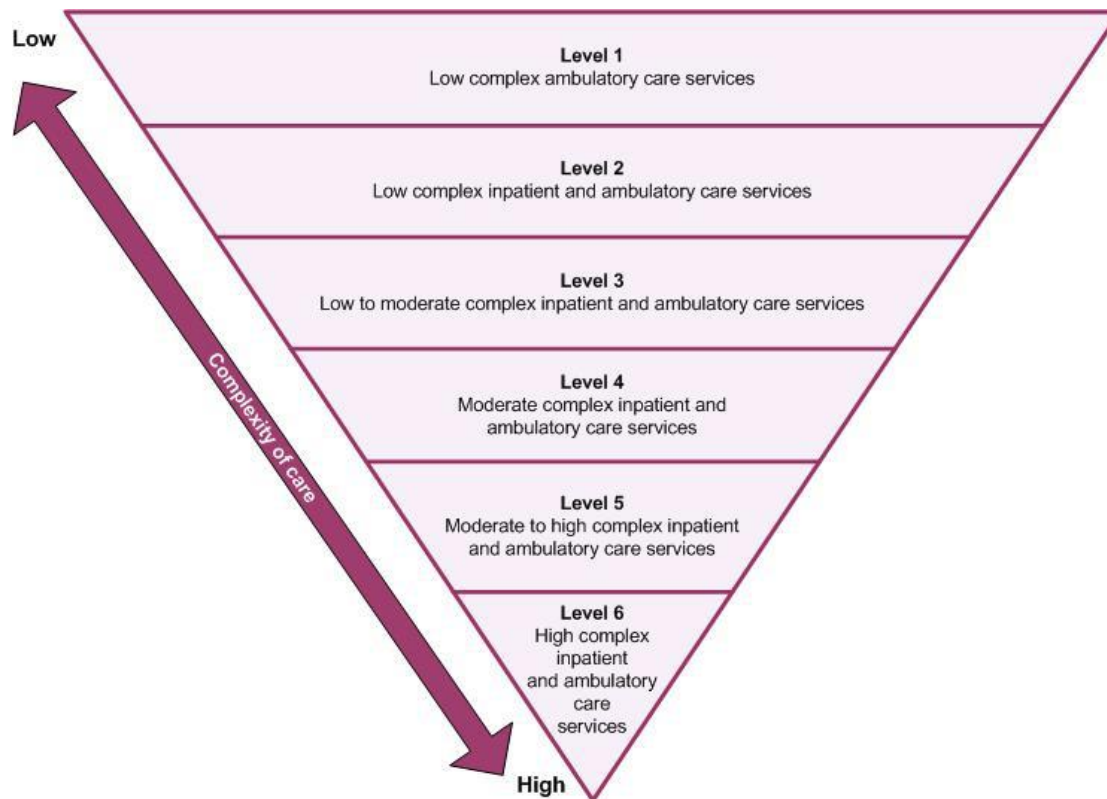
- The CSCF describes clinical and support services health facilities may provide.
- The word 'service' refers to a clinical or support service provided under the auspices of an organisation or facility.
- The word 'facility' refers to a physical or organisational structure that may operate a number of services of a similar or differing capability level.

CSCF services and level/s by facility:

- CSCF services and service level/s for each public hospital by Hospital and Health Service are listed on the Queensland Health CSCF internet site – see the Public hospitals site @ <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/public/default.asp>
- CSCF services and service level/s by licenced private health facility are outlined on the licence issued to the licensee by the Department of Health – this licence must be publicly displayed at the facility

CSCF service levels:

Note: there are differences between service capability levels i.e. the higher the service level, the higher the required service capability due to complexity of care provided.



Activity #1:

Read CSCF Fact Sheet 4 to learn about the current CSCF services by capability level.

Visit <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/about/default.asp> and hyperlink into PDF titled 'Outline of current services by capability level'.

Describing service levels:

CSCF module service levels are set out as follows:

- Service description e.g. setting, patient type, hours of operation, etc.
- Service requirements e.g. particular interventions, treatment pathways, inter-service relationships, equipment, etc.
- Workforce requirements i.e. minimum workforce requirements for employed staff.
- Specific risk considerations (where relevant) unique to service levels.
- Support services requirements i.e. minimum 'suite of services' needed to deliver a service at a given capability level, with the support service either on-site **or** accessible.

Legislative & non-mandatory requirements:

- Governments mandate minimum safety and quality standards under legislation, regulations and/or legislative standards.
- Governing bodies and/or health professional colleges or equivalent may develop requirements to inform safe practice.
- Those legislative and non-mandatory requirements applicable across the CSCF are listed in the **Fundamentals of the Framework** at Appendix 1 and 2 while those unique to a module are listed in that specific module.
- It is the responsibility of each service to comply with all relevant and current versions and revisions.

Checkpoint #3

The CSCF **does not** amend requirements for:

- determining building structures and configuration requirements for health facilities.
- managing health facilities' business practices, clinical process redesign and/or business process re-engineering.
- defining service models best suited to local areas and population needs, and specific geographical, social, economic and culture context differentiating metropolitan, regional, rural and remote communities.
- developing risk management processes.

Queensland CSCF:

Consists of 35 modules including:

- Fundamentals of the Framework (overarching module).
- 2 Preambles (prefacing Cancer and Children's services).
- 6 support services modules.
- 23 clinical modules (some generalist and some specialist modules).

CSCF support services modules:

1. Anaesthetic services (adults)
2. Anaesthetic services (children's)
3. Medication services
4. Medical imaging services
5. Nuclear medicine services
6. Pathology services

CSCF generalist clinical modules:

1. Medical services (adult and children)
2. Surgical services (adult and children)
3. Palliative care services
4. Rehabilitation services

CSCF specialist clinical modules:

1. Alcohol & Other Drug services – multiple sections
2. Cancer services – multiple modules
3. Cardiac services – multiple sections
4. Close observation services - children
5. Emergency services (adult and children)
6. Geriatric services – multiple sections
7. Intensive care services (adult and children)
8. Maternity services
9. Neonatal services
10. Mental health services – multiple sections
11. Perioperative services – multiple sections
12. Persistent pain management services
13. Renal services
14. Trauma services

Activity #2:

Visit <http://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/modules/default.asp> to read more about each of the CSCF service modules.

Also note:

- Public sector Health Service Chief Executives are responsible for the implementation and monitoring of the CSCF in their Hospital and Health Service.
- The private hospital sector in Queensland is obligated to use the CSCF for licensing purposes.

CSCF monitoring, reporting & compliance:

- Existing public sector monitoring and reporting mechanisms are outlined in DoH service agreements.
- Existing private sector monitoring and compliance mechanisms influence licensing arrangement for private health facilities.
- Visit <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/default.asp> to learn more about hospitals' responsibilities in relation to the CSCF.

Checkpoint #4

The CSCF **does not** amend requirements for:

- service delivery processes such as adherence to documentation requirements, compliance with auditing, reviewing clinical service and quality activities, and/or providing relevant clinical indicator data to satisfy accreditation and other statutory reporting obligations.
- creating service networks either at local, statewide or broader levels.
- performance monitoring and accountability.

Extra assistance:

Further CSCF learning material

- Fact Sheets and FAQs available at <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/about/default.asp>

Further CSCF support

- Public sector phone contact on (07) 3328 9883
- Private sector phone contact on (07) 3328 9048
- Email cscf@health.qld.gov.au

Congratulations!

- You have now completed the CSCF self-directed learning package and are ready to tackle the CSCF self-directed learning package quiz.
- If you want to read more about the CSCF before tackling the quiz, read the *Fundamentals of the Framework* available at <http://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/modules/default.asp>
- Otherwise please proceed to the next slide.

CSCF self-directed learning package quiz:

Instructions:

Step 1: Complete the quiz – you can do it as many times as you like to score 100% (takes approximately 5 to 10 minutes to complete).

Step 2: Complete CSCF Self-Directed Learning Package evaluation form (optional).

Step 3: Submit your completed CSCF Self-Directed Learning Package evaluation form and obtain 100% on the quiz to receive a **Certificate of Achievement** (optional).

Reference: *Fundamentals of the Framework* @





<http://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/modules/default.asp>

Q1. Who should read the CSCF:

- a) Clinical staff.
- b) Patients and the public.
- c) Managers and service planners.
- d) A and C.
- e) All the above.



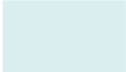

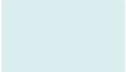
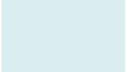
Q2. The CSCF has been designed to:

- a) Specify role delineation by facility. 
- b) Guide a coordinated and integrated approach to health service planning and delivery. 
- c) Prescribe how services must be delivered. 
- d) Replace service-specific patient safety policies and procedures. 

Q3. The CSCF applies to:

- a) Primary health care services.
- b) Public and private hospitals.
- c) Public and licensed private health facilities.
- d) Aged care sector.
- e) All of the above.


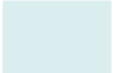


Q4. The CSCF enhances provision of safe, quality services by:

- a) Providing service planners and providers with a standard set of minimum capability criteria. 
- b) Serving as an accompanying funding tool. 
- c) Informing local workforce planning. 
- d) Outlining models of care. 

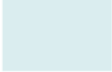
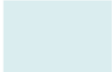
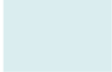
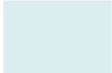
Q5. Essential considerations when applying the CSCF include:

- a) Service networks, outreach services and multidisciplinary teams.
- b) Risk management and culturally safe service provision.
- c) Planned and emergency care.
- d) Research, teaching and education and occupational health and safety.
- e) All the above.

Q6. How do I work out the appropriate service level for the service in which I work?

- a) Read the service levels in the relevant module and select the one most relevant to your service. 
- b) Read through the relevant service module in full and select a service level. 
- c) Read the Fundamentals of the Framework, then the relevant service module including module overview and underpinning requirements, then select a service level. 
- d) Read the Fundamentals of the Framework first, followed by any Preambles preceding a module, then relevant service modules including module overview and underpinning requirements, and then specific service levels including service descriptions, and service, workforce and support service requirements, then select a service level. 

Q7. Which statement is true?

- a) There are 6 service level in each CSCF module. 
- b) Level 1 services provide the most complex level of care. 
- c) The higher the service level the higher the required capability level. 
- d) CSCF service levels only cater for inpatient care. 

Q8. Each CSCF service level includes:

a) A service description.



b) Service requirements.



c) Workforce requirements.



d) Support services requirements.



e) All the above.



Q9. How many modules make up the Queensland CSCF?

a) 35

b) 21

c) 29

d) 47

e) 63



Q10. An example of a CSCF clinical module is:

- a) Fundamentals of the Framework
- b) Cardiac Services module
- c) Pathology module
- d) Preambles
- e) None of the above

CSCF Self-Directed Learning Package answer guide:

Q1	=	D (see Slide 2)
Q2	=	B (see Slide 2)
Q3	=	C (see Slide 2)
Q4	=	A (see Slide 3)
Q5	=	E (see Slide 5)
Q6	=	D (see Slide 8)
Q7	=	C (see Slide 12)
Q8	=	E (see Slide 14)
Q9	=	A (see Slide 17)
Q10	=	B (see Slide 20)

CSCF Self-Directed Learning Package evaluation form (optional):

Please assist us to meet your CSCF awareness/training needs by rating questions 1 to 3 using the scale:

1 = Very poor

2 = Poor

3 = Fair

4 = Good

5 = Excellent

1. Content in the Self-Directed Learning Package was clear and logical? Please rate
2. The Self-Directed Learning Package provided enough information to give me a basic understanding of the CSCF? Please rate
3. Overall satisfaction with the Self-Directed Learning Package? Please rate
4. How could the CSCF Self-Directed Learning Package be improved?
5. Please provide any additional comments to better facilitate your learning about the CSCF.

Please return your completed evaluation to cscf@health.qld.gov.au

Contact details (optional):

If you have achieved 100% on the quiz and returned your completed evaluation form to cscf@health.qld.gov.au - you can obtain a

Certificate of Achievement

by completing the details below and emailing
cscf@health.qld.gov.au

Name:

Work location:

Email:

Thank you for participating in this learning opportunity!