Ensuring high quality providers for all services: embedding quality in the procurement process

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2009-2010
Supporting independent living for disabled adults

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Introduction

- Quality – What does it mean
- Commissioning Behaviours
- “Do business with people who do quality”
- Workforce matters
- Creating the conditions for others to do the purchasing

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Quality – What does it mean

- Customer Satisfaction
  - “PROMs”, Choice/Control, Attitudinal
- Outputs
  - “Technical” Metrics
- Outcomes
- Sustainable cost effectiveness

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Commissioning Behaviours

- Settle price, keep talking quality & outcomes
- Incentivise quality improvements
- Supplier Relationship Management
- Risk aware – Explicit and shared
- Safeguarding – getting it right first time

Personalisation …..

Commissioner's creating the conditions in which others make the purchasing decision

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People who do Quality

- Organisations with systematic assurance in place
  - Comparators, benchmarks, accreditation
  - Independently assessed
  - Customer led
- Evidence of responsiveness/escalation
- Organisational Learning Embedded

ISO 9001, QIPP, CQC, QUOF, PQASSO, EFQM, …..

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Workforce Matters

"How the person treats me when they help me get up, washed, dressed, change my incontinence pad is the largest single determinant of my view of the the quality of my experience and the service offered"

- Key person clauses - continuity
- HR metrics – training spend, turnover, profile

"It's a people business"

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Future Commissioning

- Creating the conditions in which others make the purchasing decision
- Quality central to purchasing decisions
  - individuals or organisations
- Providers know they fail or thrive by what people think of the quality of their service

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