

QISMET

The logo for QISMET features the word "QISMET" in a white, serif, all-caps font. A gold-colored swoosh starts from the bottom left of the letter 'Q' and curves upwards and to the right, passing behind the letters 'I', 'S', and 'M'.

Quality Institute for Self Management Education & Training

www.qismet.org.uk

ENSURING QUALITY THROUGH QISMET ACCREDITATION

Presentation by Suzanne Lucas

QISMET

The QISMET vision is of a world in which people living with long-term conditions have access to high quality self-management education and training services, delivered by a plurality of accredited organisations, working to agreed quality standards

QISMET

We are an independent not-for-profit organisation set up by the sector and for the sector; initially funded by the NHS and now self-funding

WHAT WE DO

- Develop and manage **standards and accreditation processes** for a range of self-management interventions
- Support self-management education and training providers to **build capacity and expertise for continuous improvement**
- Promote the **involvement of people living with long-term conditions, professionals and organisations** in the development and implementation of self-management education and training

Our Standards

Collated statements of good practice

- **DSME 2016:** diabetes-specific self-management structured education, designed for conventional group-based programmes and based on the NICE criteria requirements
- **QIS 2015:** designed for all types of structured self-management interventions for all conditions, including e-based delivery
- **Stepping Stones to Quality 2017:** lay-led generic Stanford licensed courses

DSME CONTENTS

The Standard contains 5 overarching topics or themes. These are:

- **Theme 1 – Management.** This covers the leadership, management and organisational elements dealing with the delivery of DSME programmes. This includes how the provider is set up, structured and managed.

DSME CONTENTS

- Theme 2 - Evidence-based programmes that suit the needs of the person. This deals with referrals, programme information and special needs of participants.
- Theme 3 – Structured theory-driven curriculum with aims and learning objectives. The programme itself – its design, delivery, philosophy and review

DSME CONTENTS

- **Theme 4 - Delivery by trained educators.**
This covers the recruitment , training and evaluation of the educators who deliver the programme
- **Theme 5 - Performance management, including regular audits of outcomes.**
Monitoring, audit, outcomes, performance indicators and improvement

QIS 2015 CONTENTS

- Very similar to DSME Standard
- But with addition of requirements for e-based or web-based learning, as well as covering non-group-based interventions
- We have accredited a number of diabetes intervention providers that provide a variety of approaches to education and self-managament

ACCREDITATION

- The approval of a provider against defined criteria of good practice (our Standards)
- We accredit organisations and their management systems to deliver specific self-management programmes
- We don't certificate products/websites
- The programme must be structured, with defined outcomes, and evidence of effectiveness

ACCREDITATION PROCESS

- Self-assessment
- Submit application and experienced auditor appointed
- Pay fee usually £2000 to £2500
- Submit documents for a desktop review with the Self-Assessment Workbook
- If all OK then proceed to a site visit
- Systems examined on site and people interviewed

ACCREDITATION PROCESS

- Good practices identified as well as recommendations
- Any formal improvements identified and carried out
- If all requirements met, then accreditation granted for 3 years
- Certificate and logo issued
- Half time check carried out at 18 months

CURRENT SITUATION

- NHS England asks that diabetes digital interventions have QISMET accreditation & encourages all diabetes self-management interventions to be QISMET accredited
- Increasing requests from commissioners who want assurance that programmes are of the right quality

CURRENT SITUATION

- Standards being updated and will be ready for early 2010
- 56 entries on the register of which 4 are currently going through re-registration

Any questions?

Suzanne Lucas

QISMET Director

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