

# Confidence table

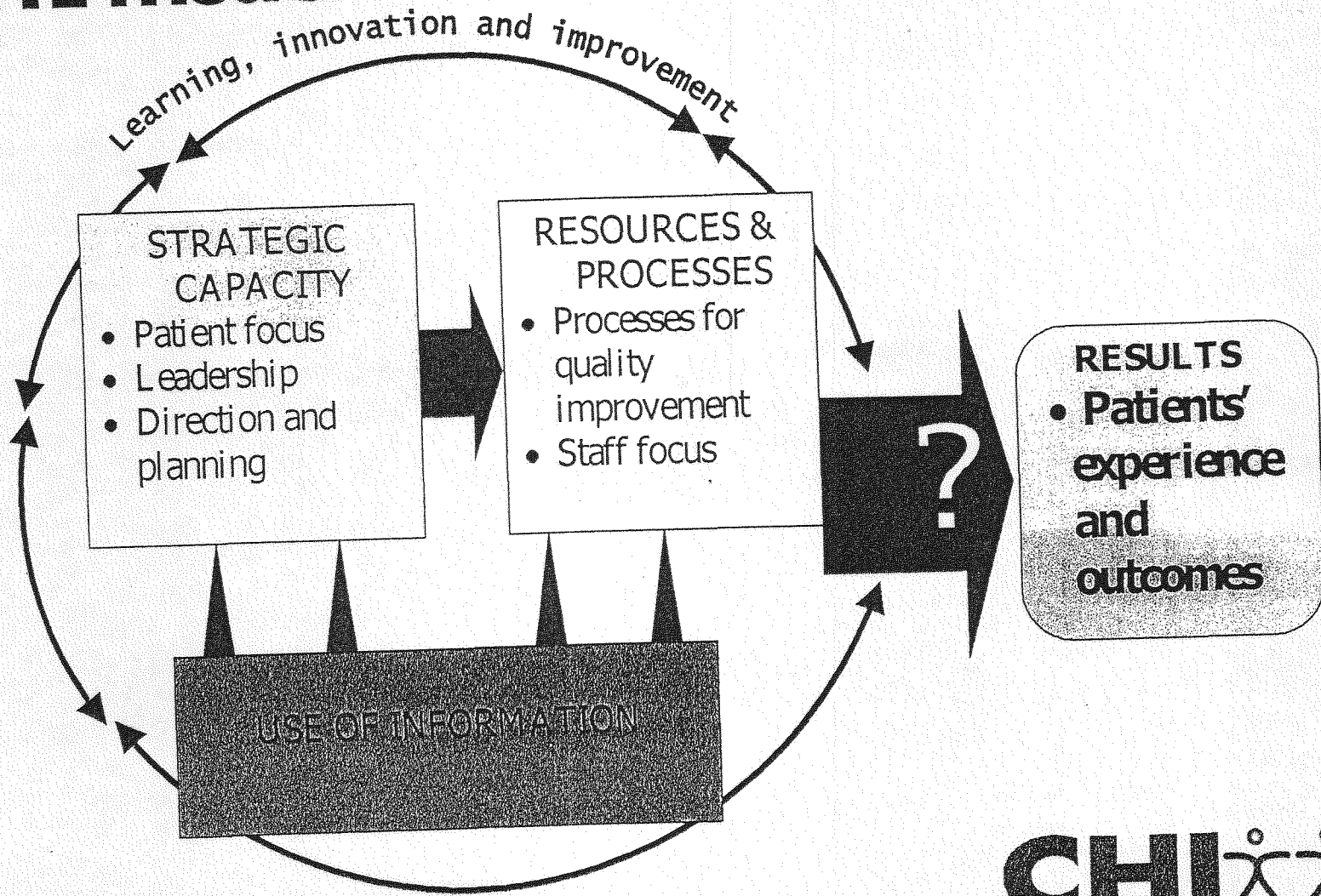
Degree of confidence	Amount of evidence and sources	Reporting
Very confident	A number of sources: data; documents; interviews; observation	<ul style="list-style-type: none"> <li>✓ Report</li> <li>✓ Verbal feedback</li> </ul>
Confident	<p>Several items of information from the same source type (e.g. interviews) from different areas or organisations</p> <p>One interview or observation confirmed by an independent source</p>	<ul style="list-style-type: none"> <li>✓ Report</li> <li>✓ Verbal feedback</li> </ul>
Some confidence	Several items of information from the same source type (e.g. interviews) from the same area or organisation	<ul style="list-style-type: none"> <li>? Report</li> <li>✓ Verbal feedback</li> </ul>
Little confidence	One interview or observation only	<ul style="list-style-type: none"> <li>✗ Report</li> <li>? Verbal feedback</li> </ul>

Attuned

## **Assessment scale**

- Little or no progress at strategic and planning levels or at operational level
- Worthwhile development at strategic and planning levels or at operational level, but not at both.
- Good strategic grasp and substantial implementation. Alignment of activity and development across the strategic and planning levels and operational level of the organisation
- Excellence – coordinated development across the organisation and with partner organisations that is demonstrably leading to improvement. Clarity about the next stage of clinical governance development.

# CHI model



# Components of clinical governance

## Processes for quality improvement

Consultation and patient involvement

- Clinical risk management
- Clinical audit
- Research and effectiveness

## Staff focus

- Staffing and staff management
- Education, training and continuing personal and professional development

## Information

- Use of information to support clinical governance and health care delivery