

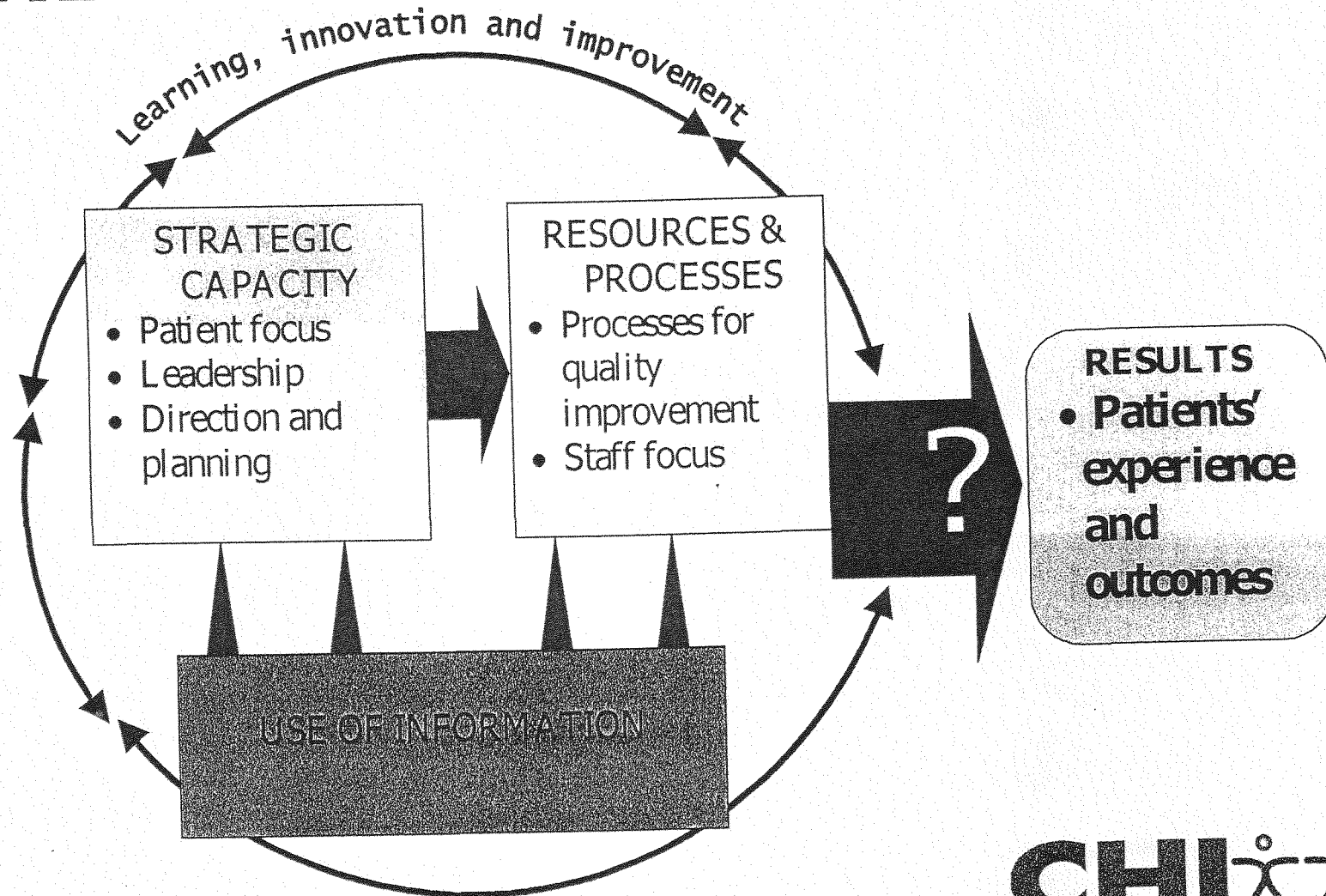
Confidence table

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"> ✓ Report ✓ Verbal feedback
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"> ✓ Report ✓ Verbal feedback
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"> ? Report ✓ Verbal feedback
Little confidence	One interview or observation only	<ul style="list-style-type: none"> ✗ Report ? Verbal feedback

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