

Developing a performance framework for the Strategic Plan - rubrics

6. The Performance and Quality Subgroup was tasked with developing ways of monitoring the implementation and impact of the strategic plan. This part of the meeting was used to test the use of rubrics in assessing performance.
7. A rubric sets out clear criteria and standards for assessing different levels of performance. Rubrics have been used in education for grading student work and in recent years, in self assessments for services and in evaluation to make transparent the process of using evidence to form an overall judgement.
8. The purpose of using this approach was to ensure that measures of progress and performance for the strategic plan are developed and agreed by a wide group of stakeholders and that there is a shared view of what success will look like.
9. The group tested the approach on three of the 44 actions from the strategic plan:
 - (1) Establish local collaborative working arrangements across partners
 - (3) Establishment of locality hubs
 - (17) Building the wider primary care capacity
10. After the meeting, a survey was sent out to group members, seeking their views on the use of rubrics for the remaining actions. The closing date for the survey was Friday 6 May.
11. Further work will now be done with leads for each of the actions. The intention is to develop the performance assessment framework for the strategic plan for consideration by the group at its June meeting.

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Key points from the feedback letter to Jenny:

Looking forward and based on our reflection, we aim to achieve the following points in our work as a group:

1. We will listen more carefully to people who use our services and their carers so that we understand what matters to them
2. We will think about how to connect the various “bubbles” of care
3. We will need to be much clearer about roles, responsibilities and expectations of each care provider (including family members) and make sure these are communicated and understood
4. We will explore ways on how to improve experience across the whole person’s pathway