

## Further guidance notes and resources to support Clinical Management Quality Mark (CMQM) applicants

### CMQM guidance note 1: Clinical Audit

In order to satisfy the audit requirements of the CMQM, you must provide evidence to show that your Practice has established clinical audit procedures.

The College has developed a suite of resources to assist chiropractic clinics in undertaking clinical audit. These resources, which include an introduction to clinical audit, suggested audit topics and a range of audit toolkits are available on the RCC website (log in at [www.rcc-uk.org](http://www.rcc-uk.org) and visit Health Policy Unit>Clinical audit).

### CMQM guidance note 2: Clinical Risk Management

Risk management is the assessment, analysis and management of risks. It is simply recognising which events (hazards) may lead to harm in the future and minimising their likelihood (how often?) and consequence (how bad?) (NPSA, 2007).

Your CMQM application requires that you provide documentation of an actual *clinical* risk assessment process undertaken in your Practice, including action taken to reduce risk/s to an acceptable level. *Clinical* risk refers to *clinical* events/hazards and not things such as fire or flood risk. Previous CMQM applicants have undertaken risk assessments of, for example, needlestick injury (in the course of dry-needling), use of laser therapy equipment, missed diagnosis of specific conditions etc.

The NPSA's 2007 publication, Healthcare Risk Assessment Made Easy, is a simple and helpful guide to clinical risk assessment, and is available [here](#) for reference.

### CMQM guidance note 3: Outcome measurement

Your CMQM application requires that you explain how your Practice uses a validated tool to measure and improve patient outcomes. You must provide a policy document detailing your Practice's commitment to measuring patient outcomes and documentation detailing the findings of your outcome measurement activities to date.

#### *Why measure outcomes?*

Use of the Measure Yourself Medical Outcome Profile (MYMOP), or other validated patient-reported outcome measurement tool, is helpful in identifying whether, from the patient's perspective, certain aspects of their health status change over time. MYMOP measures patient-perceived changes in symptom severity, wellbeing and ability to perform a key task. These measures are combined to provide a 'profile' which is quantified before and at one or more intervals during a course of treatment. A demonstration of positive change among patients through use of such a tool does not unequivocally prove the clinical effectiveness of the intervention, but it does show that important aspects of a patient's health status improve during the period they are receiving care and a number of agencies use patient-reported outcome

data as an indicator of the value of the clinical service. A large dataset provides prognostic insight and flags up deviations from the norm which can be quickly recognised and acted upon.

Patient outcome measurement is a vital requirement for any service if it is to continue functioning effectively and, possibly, to seek commissioning. The current open market place now provides choices for the commissioners in what services they feel would provide most appropriate, effective and cost-effective care for their patients and it promotes competition amongst providers of that care. Services that cannot provide evidence of effective and cost effective care, will not be funded.

#### *Tools for measuring outcomes*

There are many tools available for measuring patient outcomes, but the RCC has established an initiative which uses a tool known as MYMOP (Measure Yourself Medical Outcome Profile). There are a number of reasons for using MYMOP as opposed to other patient outcome measuring tools, but the main ones are that it is highly patient-centred, it has been well validated, it is recognised and understood within the NHS (helpful if you plan to approach your PCT for commissioning) and was viewed very positively in the Northern Ireland CAM pilot project.

If you are not already measuring patient outcomes, you need to start doing so if you wish to make a successful application for the Clinical Management Quality Mark. Click [here](#) for full details of the College's MYMOP initiative, and [here](#) for further information about MYMOP itself. You may find participation in the College's MYMOP initiative, which is free to College members, is the easiest way to get started with patient outcome measurement.

#### **CMQM guidance note 4: Reporting of patient safety incidents**

Your CMQM application must describe how practitioners in your Practice share details of patient safety incidents locally (if a multi-practitioner practice) and/or how your Practice has a commitment to reporting patient safety incidents to the national reporting and learning scheme (CPiRLS). Your description must include some reflection on whether such incident reporting has resulted in learning and positive improvement among individuals and/or your Practice as a whole.

#### *National safety incident reporting*

[CPiRLS](#) – the Chiropractic Patient incident Reporting and Learning System – is the national online reporting and learning forum that enables chiropractors to share and comment on patient safety incidents. CPiRLS was jointly developed by the UK chiropractic educational institutions and associations and is administered by the RCC. CPiRLS replaced the former paper-based CRLS and PIRLS reporting and learning systems in 2009.

Reports submitted to CPiRLS are published on the website for all chiropractors to view and comment on as they wish. A CPiRLS team identifies trends among submitted reports in order to provide feedback for the profession. Sharing information in this way helps ensure the whole profession learns from the collective experience in the interests of patients. A 'trigger list' is provided to help you identify the types of incident you should consider reporting.

All chiropractors are encouraged to adopt incident reporting as part of a blame-free culture of safety and a routine risk management tool. In order to assist with this, the College has launched the 'Safe With Us'

initiative which fosters good practice in sharing the details of patient safety incidents both locally and nationally.

Your CMQM application must include evidence of your Practice's policy in relation to patient safety incidents.

### **CMQM guidance note 5: Evaluation of patient satisfaction**

Your CMQM application requires an explanation of how your Practice actively monitors patient satisfaction and responds to the results. Evidence to support your explanation must include the results of your last patient survey together with copies of the survey forms.

The College has developed a suitable tool for the collection of patient satisfaction data by email using an online questionnaire. This was done by adapting an existing, validated tool used widely by GPs (GPAQ), renamed as 'CPAQ'. You can evaluate CPAQ by visiting the URL below:

<https://www.surveymonkey.com/s/LZNNVfy>

If you wish to actually use this questionnaire for your patients, please contact the College central office at [admin@rcc-uk.org](mailto:admin@rcc-uk.org) to obtain a specific link for your clinic. Note that the data collected using this system is collected centrally and forwarded to you as an excel file on request.

### **CMQM guidance note 7: RCC Quality Standards**

The RCC has developed a range of quality standards and these are available to view and download [here](#). The primary purpose of The Royal College of Chiropractors' quality standards is to make it clear what quality care is by providing patients, the public, healthcare professionals, commissioners and chiropractors with definitions of high-quality chiropractic care.

By providing a clear description of what a high-quality service looks like, clinics can improve quality and achieve excellence. The quality standards should encompass statutory requirements, best practice and existing clinical guidelines, but they are not a new set of targets or mandatory indicators for performance management. They are, however, a useful source to form the basis of clinical audit and to identify priorities for future improvement.

Chiropractors are encouraged to adopt the Royal College of Chiropractors quality standards as practice policy. They can be used as a source of identifying CPD, or clinic promotion, perhaps when tendering for NHS contracts, or even at a national level. They enable healthcare professionals to understand the standard of service that you provide, and allow commissioners to be confident that the services they are purchasing are of high quality. Importantly, they also help patients to understand what service they should expect.

**There is no specific additional guidance for other sections of the application form. If you require further clarification for any of these sections, please contact Sandra Tigwell at [sandra.tigwell@rcc-uk.org](mailto:sandra.tigwell@rcc-uk.org) or on 0118 9469727 in the first instance.**