Social and Health Care Standards

- Standards tend to be framed as aspects of "performance" and of "quality assurance" related to agency goals and objectives.

- Most standards focus on: 1) specific standards for particular services (elderly, disabled, children), 2) the process involved in meeting standards (inclusion of recipients in decision making, role of boards, job training, funding, etc.), and 3) the administration and evaluation of standards (quality assurance).

- In preparation for previous training for the Stability Pact projects, I composed a couple of PowerPoint presentations on the administration and evaluation of standards:

  "Legal and Administrative Oversights of Performance Standards"
  "A Framework for Legal and Administrative Oversights of Performance Standards"

- Standards are covered in Session #7 of our training package that is included in Good Practices in Social Service Delivery in SEE (pages 48-50).

- Margaret Moodie covered standards in the UK in the paper she prepared for us in 2003. This is a very good source for specific laws and policies.

- We have specific laws and policies relative to performance standards for Romania and Bulgaria from the national reports.

- I can provide specific examples of service standards in health and social services taken from agency information.

- There are numerous websites that may provide useful examples of standards and quality assurance:

  o Best Practices in the European Countries – (Hungary) – http://unpan1.un.org/intradoc/groups/public/documents/CAIMED/UNPAN019384.pdf
  o Healthcare Commission (UK) – http://www.healthcarecommission.org.uk/Homepage/fs/en
  o Health, Well Being and Care (UK) – http://www.info4local.gov.uk/relatedlinks.asp?subj=21
  o Ministry of Labour and Social Affairs of the Czech Republic – http://www.mpsv.cz/en/1613
  o National Public Health Performance Standards Program (US) – http://www.cdc.gov/od/ocphp/nphpsp/
  o National Quality Forum (US) – http://www.qualityforum.org
  o National Resource Center for Health and Safety in Child Care (US) – http://nrc.uchsc.edu/CFOC/
  o Shelter (UK) – http://england.shelter.org.uk/policy/policy-937.cfm

- o Social Europe. – http://www.socialeurope.com
- o WHO European Office for Integrated Health Care Services, Barcelona. http://www.euro.who.int/AboutWHO/About/WHoEuropeOffices

- I would also contact colleagues in the various international associations who might be able to help: International Association of Schools of Social Work, International Federation of Social Workers, International Federation of Aging, etc.

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Social Insurance Research Internationl

January 26, 2006

Dear Elaine,

I've taken a cursory look at the materials I have on hand and at the information available on line pertaining to social and health standards in home care and in institutions. It is important to bear in mind that a reference to such standards in the U.S. and European vernacular is that standards tend to be framed as aspects of "performance" and of "quality assurance." In turn, these are directly related to agency goals and measurable objectives.

Most such social and health standards focus on: 1) specific standards for particular services to special populations: household assistance for the elderly; vocational training for people with disabilities, day care for children), 2) the process involved in meeting standards (inclusion of recipients in decision making, role of boards, job training, funding, etc.), and 3) the administration and evaluation of standards (quality assurance).

For example, commonly used standards related to community health and social issues (based on such sources as the European Social Fund, the Czech Republic Ministry of Labor and Social Affairs, and the U.S. Center for Disease Control and Prevention) include:

- Monitor health (social) status of individuals to identify community health (social) problems.
- Diagnose and investigate health (social) problems in the community.
- Mobilize community partnerships to identify and solve health (social) problems.
- Link people to needed health (social) services and assure the provision of services when otherwise unavailable.
- Evaluate effectiveness, accessibility, and quality of personal and population-based services.

When were preparing the training for the Stability Pact projects, I composed a couple of PowerPoint presentations on the administration and evaluation of standards that deal with the legal and administrative aspects of standards. The titles for these PowerPoint presentations are:

> "Legal and Administrative Oversights of Performance Standards"
> "A Framework for Legal and Administrative Oversights of Performance Standards"

We can also draw from the information we prepared on standards that we covered in Session #7 of our training package that is included in Good Practices in Social Service Delivery in SEE (pages 48-50).

A good resource is the paper Margaret Moodie prepared for us in 2003 that includes references to standards. This is a very good source for specific laws and policies.

The national reports prepared for Romania and Bulgaria also have specific laws and policies relative to performance standards for Romania and Bulgaria.

In addition, I can provide specific examples of standards in health and social services taken from agency information that I can obtain on the web and by contacting agencies and colleagues.

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Let me know if this is what Ala is looking for.