

TITLE: Sample CHO CFS Management group Terms of Reference	REFERENCE NO: [insert details]
AUTHOR: [insert details]	REVISION NO: [insert details]
APPROVED BY: [insert details]	DATE APPROVED: [insert date]
REVIEW DATE: [insert month/year]	Page 1 of 8

Sample CHO level CFS Management team/group Terms of Reference

Please note that this document has been prepared in a generic manner and can be adapted by each CHO as per specific requirements

TITLE: Sample CHO CFS Management group Terms of Reference	REFERENCE NO: [insert details]
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APPROVED BY: [insert details]	DATE APPROVED: [insert date]
REVIEW DATE: [insert month/year]	Page 2 of 8

1.0 Purpose

The Community Funded Schemes Service Improvement Programme (**CFS SIP**) has the aim of improving the quality and sustainability of the CFS through the establishment of national standards, equity of access, value for money, functional processes, and a management system that ensures compliance with those standards and objectives. As part of this programme, contracts for goods and services many of which were previously established on a local area basis are now being established at national level. To ensure success in the achievement of the programme aims, a robust governance and management system for contract management at local and national levels is required.

The CHO CFS management team is a multidisciplinary team whose roles are directly concerned with establishing, developing and implementing CHO wide quality and safety structures, processes, standards and oversight of quality and safety across the service.

The group oversees where necessary, quality and safety monitoring systems for compliance with national standards, equity of access, value for money, functional processes and service user experience and safety.

2.0 Aim

The overall aim of the CFS management team is of ensuring in so far as it is possible, that the day-to-day management of contracts is integrated within the CHOs.

3.0 Objectives

- CFS Management Group will ensure the appropriate management and governance oversight of the contracts within each CHO.
- Secure assurance from the CFS Coordinator on the implementation of the quality and safety programme and the application of appropriate governance structure and processes (e.g. risk escalation)

4.0 Roles and Responsibilities

It is to provide a level of assurance to the Chief Officer and through them to the National Director Community Operations that safe and effective systems are in place for the delivery of CFS service contracts.

A position of CFS Coordinator will be identified within each CHO. The responsibilities of the CFS Coordinator would include the

- management of day to day contract performance issues,
- monitoring of KPI's, local contract performance review, and
- reporting to the CFS Management Group.

To ensure the appropriate management and governance oversight of the contracts each CHO will establish a CFS Management Group. This will involve the following key activities:

Providing oversight and reviewing

- Managing contract issues escalated from CHO's
- Oversee a clear pathway for prescriptions, audit of prescribing patterns
- Provide challenge to prescribers not adhering to prescribing pathway
- Propose changes to PPPG as relevant
- Provide mechanism/terms for approving non-contract prescriptions
- Managing relevant ICT asset tracking system

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APPROVED BY: [insert details]	DATE APPROVED: [insert date]
REVIEW DATE: [insert month/year]	Page 3 of 8

Identifying trends in:

- Feedback from service users and staff (for example xxx complaints)
- Data analysis from relevant ICT systems
- Payments process
- Prescribing patterns
- Areas in need of development and improvement

Monitoring of Quality Improvement Plans:

- The progress of the actions being implemented following a service delivery complaint or non conformance with contract as per agreed timelines.

Providing assurance that:

- Known risks are being addressed and managed through appropriate risk management process managed internally and escalated where necessary
- Processes for incident reporting including serious reportable events are being followed
- Risk assessments have been undertaken in a manner which facilitates full participation of the relevant staff members and are an accurate reflection of the status of that service at the time of assessment
- Risk assessments (signed off by the group) are sent to National CFS Officer within the delegated timeframes
- The group has access to and invites clinical expertise as required.

5.0 Authority and Accountability of CHO CFS Management group

The group has the authority, to:

- Make decisions relating to day to day contract management issues
- implement the structures and processes required throughout the CHO to support delivery of new contracts
- Seek any information it requires from any employee and all employees are directed to co-operate with any request made by the group.
- Obtain advice as it considers necessary in accordance with the terms of reference.
- Members of the group are accountable through the chair to the National Director Community Operations.
- Ensure reporting and two-way communication processes are in place
- Promote the impact and value of staff and service user engagement in improving quality and safety of any new contract across the CHO.

6.0 Membership

6.1 The membership of the CHO CFS management group is multidisciplinary and representative of the core disciplines within the CHO. The appointment of the Chair / Vice Chair will be agreed locally (insert local details).

Membership will include: [insert local details as required]

- HOS or Nominated General Manager (chairperson)
- CFS coordinator
- Senior Finance representative
- Appliance Officer /or equivalent RAG representative
- Occupational Therapy representative
- Physiotherapy representative
- Dietetics representative
- Speech and Language Therapy representative
- Director Public Health Nursing representative

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APPROVED BY: [insert details]	DATE APPROVED: [insert date]
REVIEW DATE: [insert month/year]	Page 4 of 8

6.2 Co-opted members

The group shall have the capacity to invite expertise from a variety of sources both internal and external, in order to inform its deliberations, address specific topics and decision-making process.

6.3 Responsibilities of Committee members:

- To champion, promote and advance the importance and value of service improvement.
- Attend at least 80% of the meetings
- Present at meetings well prepared and having read the necessary documentation in advance and follow on actions assigned during meetings

7.0 Reporting Relationships *[insert organisation chart here]*.

The Chair of the CHO level CFS management group is operationally accountable to *[insert details – to be agreed locally]*.

8.0 Frequency of Meetings

The group will meet every four weeks at dates and times suitable for committee members. An annual schedule of dates will be agreed. The quorum for the meeting is the Chair or Vice Chair and at least 3 other committee members for a meeting to proceed.

9.0 Group Reports

The following process will be in place for the group:

Reports issued by the Committee will include:

- Monthly report to the National CFS oversight group
- Annual Report to the National CFS oversight group
- Additional reviews/reports as requested by the National Director Community operations

10.0 Administrative Support

Administrative support will be identified by the Head of Service to support the working of the CFS management group. The person providing administration support will be responsible on behalf of the Chairperson for:

- Scheduling and organising meetings of the committee
- Consistently using standardised agenda, minutes and action log template
- Circulating the agenda *[insert details – to be agreed details]* days before the meeting
- Issuing the minutes / action log *[insert details – to be agreed locally]* days after the meeting has taken place

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REVIEW DATE: [insert month/year]	Page 5 of 8

Name of Chair:	Date
Signature of Chair:	
Names/Signatures of Group Members:	
Group member name	Group member signature

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AUTHOR: [insert details]	REVISION NO: [insert details]
APPROVED BY: [insert details]	DATE APPROVED: [insert date]
REVIEW DATE: [insert month/year]	Page 6 of 8

Appendix 1

Sample – CFS CHO level group update to National level CFS oversight group

The following is a sample template which can be used for groups reporting into National level group. This template can be adapted as necessary in line with the particular group requirements.

Report to the (insert name) CFS National CFS Oversight group

Report prepared by: _____
Group name: _____
Date: _____

Identify	<ul style="list-style-type: none"> ■ Aim and objectives of the group*
Situation	<ul style="list-style-type: none"> ■ key priorities for the last 3/12 months/Progress made on achieving priorities ■
Background	<ul style="list-style-type: none"> ■ Progress made on achieving priorities
Assessment	<ul style="list-style-type: none"> ■ Audits undertaken in the last year by the group (please attach results to this update) ■ Performance indicators monitored by the group ■ Risks identified and managed by the group and recorded on a local risk register and status reviewed and monitored
Recommendation (to the National level oversight group)	<ul style="list-style-type: none"> ■ Risks/issues identified for escalation to the National CFS oversight group ■ Other recommendations to the committee

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REVIEW DATE: [insert month/year]	Page 7 of 8

Appendix 2

Sample Agenda for CHO CFS Management group meeting

***Note:** This template is not intended to be prescriptive and not all issues will be covered at each monthly meeting, therefore the chair will prioritise agenda items as appropriate. The agenda items are linked with the National Standards for Safer Better Healthcare (2012).

Item Number	Discussion	HIQA Standards Alignment		Frequency *To be agreed		
Introduction	Introductions, sign-in and apologies					
	<i>Minutes of previous meeting and matters arising</i>					
Improving Quality	1	Service User Experience		→	Person Centred Care and Support	
	2	Staff Experience		→	Workforce	
	3	Contract performance indicators and outcome measures		→	Effective Care and Support	
	4	Audit Plan				
	5	Meeting national standards, guidelines, policies				
	6	Implementation of national CFS contract/ contract quality improvements		→	Safe Care and Support	
	7	Risk management processes / risk register/ incidents and SRE's, trend reports				
	9	Asset tracking				
	10	Better health and wellbeing for staff, service users and members of the public		→	Better Health and Well Being	
	Capacity and Capability	11	Quality report from CFS Officer		→	Leadership Governance Management
12		Reports from CFS National oversight group				
11		Review of reports of service specific and mandatory education and training		→	Workforce	
12		Payments process/asset management		→	Use of Resource	
13		ICT – as per relevant database – data analysis reports		→	Use of Information	
14		Any other business				

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APPROVED BY: [insert details]	DATE APPROVED: [insert date]
REVIEW DATE: [insert month/year]	Page 8 of 8

Appendix 3

Sample – CHO CFS GROUP Meeting Minutes

Date and Time:

Venue:

Attendees:

Apologies:

Meeting started at: [insert details]

#	Item and discussion	Action by
1	Welcome and Apologies	
2	New declaration of interests if relevant [insert details]	
3	Minutes of previous meeting The group [approved / recommended amendments]: [insert details]	
4	Update on matters arising and review of action points The group [noted / listened / approved / recommended]: [insert details]	
5	Agenda Items [Insert who provided updates on what] The group [noted / listened / approved / recommended]: [insert details] Where there is an action insert who to undertake it	
6	[add agenda items as required]	
7	Date of Next Meeting	

Summary of agreed actions for follow up¹

Agreed Action	Who is responsible	Date due for completion	Status ²

The meeting concluded at: [insert details]

Signed:

Date:

[insert details]

¹ The aim is to complete the loop by reviewing each month that previous decisions and recommendations were acted on (i.e. not lost from month to month)

² Status reviewed each month - possible responses include (i) complete (take off the log the following month); (ii) not started; or (iii) ongoing (work being done)