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**Organisational Standards Monitoring Tool**

**July 2018**

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|  | **Preface** |
| **Reference****ID** |  |
| **Completed by** |  |
| **Date completed** |  |
| **Review Due** |  |
| **Version Number** |  |

**Preface**

The Organisational Standards Monitoring Tool (OSMT) is a Doncaster LMC initiative aimed at helping Practice Managers set standards for their organisation to measure and demonstrate success.

This tool is intended for internal use within an organisation to help provide objective measurements of success to locally defined targets and should therefore be formative. However, it is expected that the outputs of the OSMT could be used to demonstrate success to outside organisation such as commissioners and the Care Quality Commission.

Examples of standards to measure -

* Percentage of insurance forms completed within a given timeframe
* Friends and family feedback
* Staff absence rates
* Percentage of “Did Not Attend”
* Number of significant events
* Number of data breaches
* % of patients receiving flu vaccinations
* QoF year end success
* Growth of list size

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|  | **Metric** |
| **Goal** | Statement of organisational Goal |
| **Measurement of Success** | How is the goal going to be measured? |
| **Type of Measurement** | Delete as appropriateImplementation / Effectiveness / Impact |
| **Formula** | How is the measurement of success calculated? |
| **Target** | What is your threshold for defining success (e.g. 90%) |
| **Evidence** | What evidence needs to be collected to prove success? |
| **Source** | Where is the evidence above located? |
| **Frequency** | How often does this monitoring need to take place?  |
| **Accountability** | Who is responsible for the success? |
| **Stakeholders** | Who are the key stakeholders? |
| **Reporting** | How is the output of this tool going to be fed back to key stakeholders? |