



# PROGRESS: Governance Framework

## PROactive Governance Of Recovery Settings & Services

How often do we hit the target, but completely miss the point. From frontline practitioners to the board, PROGRESS provides a framework to arrive at meaningful KPIs. We manage what we measure, and this often results in a culture of doing what we count rather than doing what counts. The training workshop focuses on ways to bring to life the story behind the KPIs. Not only will this help track the improvement journey it will enable a shift from a mind-set that is focused just on delivering the targets to one that sets a premium on positive outcomes for individual patients. Such a premium is at the heart of delivering proactive, person centred, safe and effective care and keeps goals and targets meaningful for everyone.

### PROGRESS domains:

- Clinical Effectiveness: Safe, Effective, Efficient Care
- Patient Experience: Person Centered Support for Patients and Carers
- Staff Engagement: Well Led Engaged Staff
- Finance: Value for Money

In each domain KPIs have to be thought through on three axes to be relevant and meaningful:

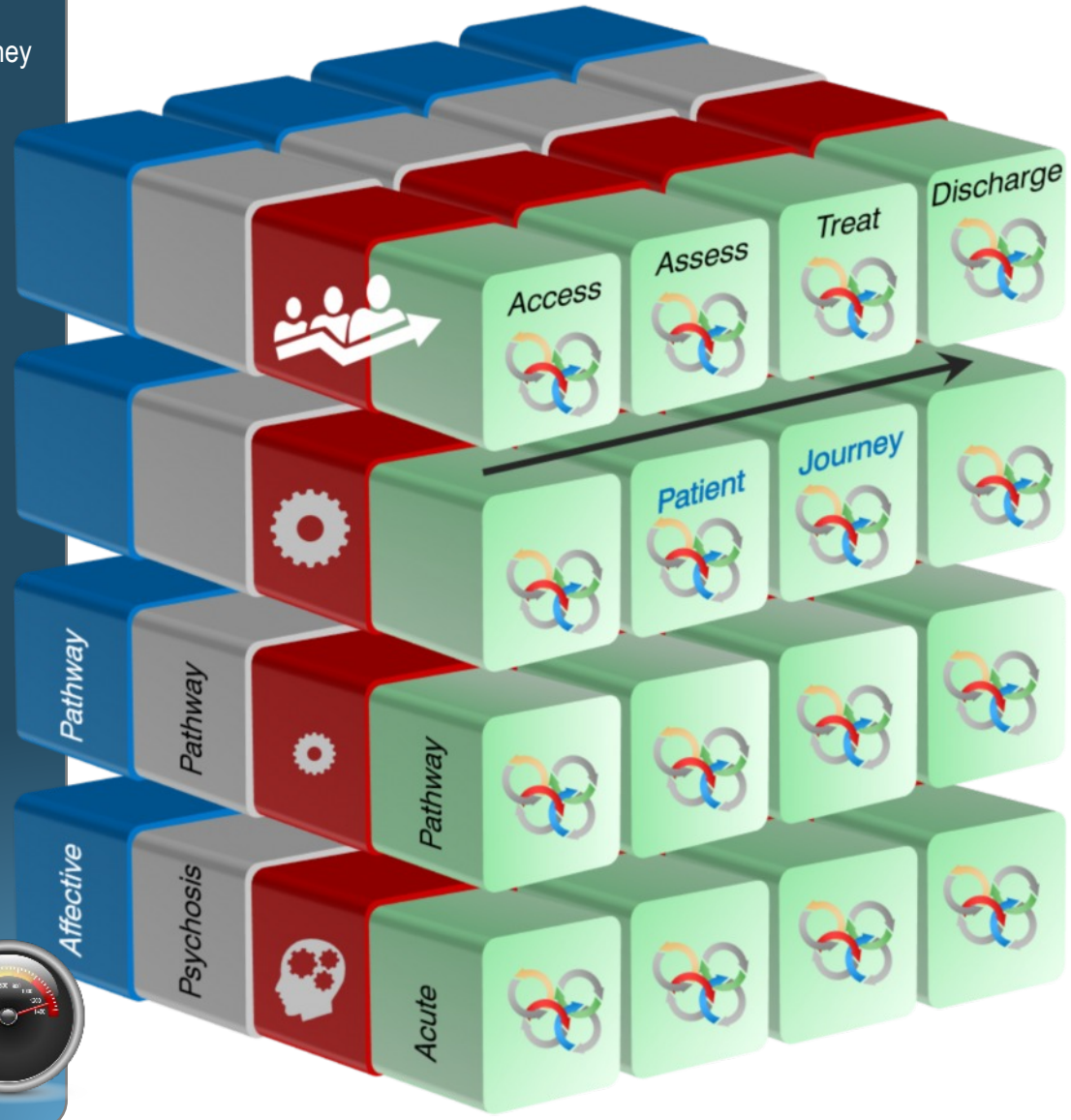
**Delivery Level:**  
Individual - Team - Service  
- Directorate - Board

**Patient Journey:**  
Access - Assessment - Treatment - Discharge

**Pathways of Care:**  
Acute Care, Affective, Psychosis, Personality Disorders

Mix of assurance KPIs and inspirational goals to keep the workforce motivated

Essential - Desirable - Aspirational - Breakthrough



Heat Maps



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