Functional Area - Home and Community Care

Title	Review and Follow-Up on the Quality of Emergency Support Services
Code	110868L4
Range	This Unit of Competency is applicable to practitioners who provide district and home support services in the elderly care service industry.The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills.Practitioners should be able to use different methods to assess the effectiveness of services and follow-up services, according to the purpose and content of providing emergency support services, and identify areas of improvement, in order to improve the quality of emergency support services.
Level	4
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on the review and follow-up on emergency support services
	
	• Understand the organization's procedures and guidelines for reviewing service quality
	• Understand the workflow of providing emergency support services, such as:
	    o Manpower allocation
	    o Collect the elderly's background information
	    o Assess the elderly's criticality
	    o Analyze elderly's service needs
	    o Provide or refer related services, etc.
	• Understand the purpose and content of various emergency support services, such as:
	    o Emergency accommodation service
	    o Emergency financial assistance
	    o Emergency medical assistance
	    o Various 24-hour emergency hotlines, etc.
	• Understand the methods to review service effectiveness and follow-up service provision, such as:
	    o Interview with elderly persons and their family members
	    o Check with the service provider
	    o Case meetings, etc.
	• Understand the direction and scope of the review and follow-up of service effectiveness, such as:
	    o Methods and procedures for allocating manpower
	    o Service provision time limit, category, workflow, etc.
	    o The use of services by the elderly, etc.
	• Understand the skills of maintaining good communication with the elderly persons, their family members and service providers
	
	2. Review and follow-up on the quality of emergency support services
	
	• Use different methods to collect the information on the elderly's use of emergency support services
	• Use different methods and service performance indicators to assess the effectiveness of the elderly's use of services, according to the collected information and the types and purposes of emergency support services provided to them, such as:
	    o Qualitative indicators, such as: whether the elderly's emergency needs have been solved, the elderly's satisfaction with the service, etc.
	    o Quantitative indicators, such as: Life Satisfaction Index (LSI), which assesses how satisfied the elderly persons are with their lives after using the services

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	• Review the administrative arrangements for the provision of emergency support services and assess their impact on the effectiveness of the services • Based on the collected data and evaluation results, comprehensively analyze, identify areas of improvements, and make amendments to the service accordingly • Document related service assessment reports and develop improvement plans 3. Exhibit professionalism • Fairly and objectively analyze relevant service information • Understand the importance of review and follow-up services to ensure service quality
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: • Able to assess the effectiveness of the service and follow-up on the service provision according to the organization's procedures and guidelines on reviewing service quality, and the purpose and content of the emergency support services; and • Able to identify areas of improvements based on the assessment results and develop improvement plans to ensure the quality of emergency support services.
Remark	