

What is QISMET?

QISMET is the independent body created in 2008 as a result of the shared recognition of self management and self care provider organisations (statutory, voluntary and third sector alike) that a benchmark for quality assurance is essential to secure the quality and consistency of service provision across England.

QISMET's overall aim is to ensure the development of comparable high quality self management and self care support across the land, resulting in a plurality of trusted providers.

What does QISMET do?

QISMET carries out two main services:

- the writing of quality standards that reflect best practice in self management support, in cooperation with experts in the field
- certification procedures to ensure that providers of self management support services meet these standards.

Why QISMET is needed now

The number and range of self management programmes have grown significantly over the last ten years. Currently there are no common quality standards for provider organisations and commissioners to work to. With the shift towards 'any willing provider' in the NHS and the increased emphasis on quality and outcomes, it is vitally important that all organisations providing self management and self care programmes work to agreed quality standards. Thus commissioners and participants will be able to make informed choices about services in the knowledge that QISMET certificated providers are operating to a nationally agreed standard. QISMET was set up to work with all stakeholders to achieve this.

"The quality of self management provision is key for individuals to know that they are getting a good service and for commissioners to know that they are getting value for money."

Miles Ayling
Director of Innovation and Service Improvement
Department of Health

QISMET

Quality Institute for Self Management Education & Training



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QISMET

Quality Institute for Self Management Education & Training

The independent body that sets standards and certifies providers of self management and self care support programmes

Why QISMET is important for commissioners

As everyone involved in commissioning healthcare endeavours to cut costs while providing effective services, the case for empowering individuals to do what they can personally to 'self manage' and 'self care' becomes ever more compelling.

For those looking to commission self management and self care programmes – whether generic, condition or community specific – an application from a QISMET certificated provider confirms at a glance that the organisation has been through a robust external audit process.

Each QISMET certificated organisation has successfully met specified tried and tested QISMET standards that cover all necessary dimensions to produce successful outcomes in the delivery of high quality programmes.

A requirement that potential providers are QISMET certificated can save commissioners time and money, as many areas covered by the QISMET standard address questions asked in pre-qualifying commissioning processes. As the costs of QISMET certification are borne by the provider there is no financial or time cost to commissioning bodies.

Why QISMET is important for provider organisations

Proposed changes in the healthcare system combined with the increasing number of people living with a long term condition are very likely to lead to increased demand for self management and self care support. This is likely to result in an expansion of the number of organisations entering the market, many with little or no previous experience. In a situation where 'any willing provider' may be contracted, QISMET certificated providers will have an important competitive edge as commissioners will know that the quality of the service they offer has been independently verified.

Undertaking the process of QISMET certification gives everyone involved the confidence that their organisation has externally verified systems, skills and resources that meet QISMET standards and, with each succeeding audit, a framework around which to build on their continual learning and service improvement, leading to better outcomes for programme participants.

Why QISMET is important for programme participants

The decision to learn new ways to cope with living with a long term condition can be a big deal for many people. But anyone recommended to attend a self management or patient education programme run by a QISMET certificated provider has immediate reassurance that they will be 'in good hands'. They can be sure that the course programme will be well designed and efficiently organised.

Most importantly participants attending a programme can have the confidence that the people leading the programme will have successfully completed the appropriate training and will have their progress regularly monitored to ensure that they maintain the requisite skills.

Such tangible reassurance will allay fears and enable participants to get the most out of the programme.

