

HOW DO YOUR CARE TEAMS MEASURE UP?

HISCA is the assessment tool specifically designed for teams in the health industry.

HISCA is the window through which we can see the correlations between staff capability, engagement, and their ability to deliver high quality care, assessed through self and customer feedback.

HISCA measures;

- CARE CAPABILITY
- EMPLOYEE ENGAGEMENT
- CUSTOMER SATISFACTION
- PERFORMANCE AGAINST THE NATIONAL SAFETY AND QUALITY HEALTH SERVICE (NSQHS) STANDARDS
- ORGANISATIONAL CULTURE

Combine with **HILCA 360** to achieve the full picture of **leadership impact** and **staff capability, engagement & culture.**

HILCA 360°

Benchmark each team's performance and engagement across your organisation and the entire health industry, and target key areas in team and organisational development





Multiple metrics, one tool. HISCA measures...

CARE CAPABILITY

The entire team's performance in 6 Domains that enable great quality care; Cares for Self, Engages with Others, Achieves Outcome, Shapes Systems, Drives Innovation and the NSQHS Standards.

+ EMPLOYEE ENGAGEMENT

Staff engagement information to understand at a deeper level what they are currently experiencing in the workplace, provided as an engagement %

+ PATIENT SATISFACTION

The team's performance on delivering the NSQHS Standards plus patient satisfaction scores and open text feedback from patients and their families

+ CULTURE

Analysis of the overall culture at a team or site level.

**...and allows for industry & organisational
benchmarking**

An integral element of any health care provider is the **capability of health service teams** at all levels to **create and sustain** a culture that supports the achievement of high quality patient care.

HISCA is the assessment tool **specifically designed** for teams in this industry to help organisations understand where their biggest strengths are to enable celebration and continuous improvement, as well as where their biggest risks or development areas lie in order to focus investment.

WHY CHOOSE HISCA

HISCA provides opportunities to see the **correlations between staff capability**, engagement, and their **ability to deliver high quality care**, assessed through self and patient feedback.

The purpose of HISCA is to capture the current snapshot of the **entire team's care capability and performance**, and by comparing the views of different feedback providers allows us to **understand any blind spots** that might be present.

The quality of all working relationships is directly linked to the level of achievement of a team.


HISCA uses data to create insights to drive organisational clarity, focus, investment, change and performance.

It shines a spotlight on the most significant gaps for the team and organisational capability, engagement, culture and provision of care, by understanding the current and desired performance, and feedback across multiple areas.





COMMENCING YOUR HISCA PROGRAM:



In partnership with your HISCA accredited practitioner, your HISCA program is completed in the following flexible, phased approach:

- 



1. Planning, preparation, logistics, engage leaders, staff & customers/ families


- 



2. Communicate program info and intention, optional on-site briefings with participants


- 


3. Online Survey Administration 3 weeks. AP to provide support to participants


- 

4. Reporting - analysis of key themes. High level debrief with Leaders.


- 

5. Next steps and recs for development



**READY TO
FIND OUT
MORE?**



Please contact:

T: 08 9287 1041

E: info@datadrivesinsight.com

HISCA 
growing health teams