



New Directions - Easy to Read Guide for the EASI Process and Tool



This is an Easy to Read booklet.

Making services better with the Interim Standards for New Directions



Your service will be looking at the quality of their services.



We have put together a way to do this. We call it the EASI process.

E for Evaluation

A for Action

S for Service

I for Improvement.



The EASI process helps a service to check:

- What they are doing well
- What they could do better
- What they need to start doing to meet the Standards.



The Action Plan sets out the changes your service will make to meet the Standards.

Why is it important to check how your service is doing with the Standards?



It is important that you take part in the evaluation of your service.

It is important that you have a say in any plans for your service in the future.



Self-evaluation is important because the service needs to know that you are getting the service you want.



The service needs to know how they are doing with the Interim Standards.



They need to know how to make the service better.

The EASI Tool



The EASI tool lists the Standards and helps services check if they are doing a good job.



There are four parts to it:

1. **Prepare** – the service needs to prepare and plan to:

- meet with you
- give you information
- hear your views.



2. **Evaluate** – this is where you have a say about how the service is doing overall.



3. **Action Plan** – this is where the service writes down what they need to do to make the service better, who will do the work and when it will happen.



4. **Review** – this is to make sure the service has done everything needed.

The EASI Process



As part of the EASI process the service will talk to you.

They need to hear your ideas and what you think about the service.



The service needs to collect this information.



The service will ask you:

- What you are happy with?
- What they are doing well?
- What they can do better?
- What supports you need or want, that you are not getting?

The EASI Process

The service must:



- Talk to you, staff and management



- Check the documents they use to show people what they are doing



- Check that staff have the information they need and the skills to support you



- Show when, how and what information is given to you

The EASI Process

The service must:



- Hold meetings to find out what they are doing well or need to do better



- Show what the service does to check they are doing a good job



- Collect documents and information to show they meet the Interim Standards. This is called evidence.

Looking at the evidence to see how the service is doing



The service looks at the documents and the information.

They think about what people said about the service.



The service fills in the Self-evaluation record.

They fill it in and say how they are doing with the Interim Standards.



The score can be:

- **B** for Brilliant – this means they are doing everything right
- **R** for Really good – this means they only have a few things to get right
- **O** for Okay - this means they need to do a number of things in a better way
- **N** for Not very good – this means nothing is happening and the service needs to start doing something.

Doing the Action Plan



When the service has collected the evidence and spoken to you, staff and management, they will write the Action Plan.



This Plan will help make the service better and give you the service that you need and want.

The plan shows:



- The changes the service wants to make
- The person who will make the changes happen
- The time it will take to make the changes
- If change happened and when it was finished.

Doing the Action Plan



Review – every year the service will ask you about the Action Plan:

- What has changed ?
- What are they doing well?
- What do they need to put in the new plan?



More information



You can get more information on our website www.hse.ie/newdirections



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