

Assessment to the National Safety and Quality Health Service Standards second edition



ACHS knowledge and expertise ... here to help you.

A winning partnership to assist you in your continuous healthcare accreditation needs.

ABOUT THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS

An introduction to ACHS

The Australian Council on Healthcare Standards (ACHS) is proud to present their new National Safety and Quality Health Service (NSQHS) Standards second edition programs to the Australian healthcare industry.

As Australia's pre-eminent, independent, not-for-profit organisation, ACHS continues a 44 year tradition of taking a national leadership role to provide a comprehensive new program for its members.

Our History

Established in 1974, ACHS has played a major role in driving quality and safety in healthcare throughout the country as it provides accreditation services for members, having been a leader in Standards development, as well as education and training.

Over the decades, it has expanded its services and products to ensure ongoing consistent development across the diverse spectrum of healthcare accreditation requirements. ACHS has developed a national and international reputation for assisting its members to deliver quality, safety and performance goals. We undertake a collaborative approach and offer dedicated customer service support, a peer-review assessment model and the benefit of a clinical indicator program for members.

With more than 1,460 members across the country, ACHS accredits to the NSQHS Standards second edition as well as providing other healthcare accreditation programs for Community Health, Health Support Services, Justice Health, Ambulance Services and other organisations with industry-regulated accreditation needs.

As a not-for-profit organisation, ACHS re-invests all revenue for the benefit of its members.

Healthcare Standards as a quality assurance mechanism

The NSQHS Standards second edition from The Australian Commission on Safety and Quality in Health Care (ACSQHC or 'the Commission') will be implemented nationally from 2019 and are compulsory for all hospitals and day procedure services, and the majority of public dental services. ACHS has been approved by the Commission to accredit to the NSQHS Standards.

Developed by the Commission in collaboration with the Australian Government, states and territories, the private sector, clinical experts, patients and carers, the primary aim of the NSQHS Standards is to protect the public from harm and to improve the quality of health service provision.

The standards provide a quality assurance mechanism that tests whether relevant systems are in place to ensure that expected standards of safety and quality are met.

Other ACHS Programs

Other key standards that ACHS provides assessment services for are:

- National Standards for Mental Health Services
- ACHS Trauma Recovery Program Standards
- ACHS Accreditation for General Practices (AAGP) Program
- NSW Disability Services Standards
- Human Services Standards (Victoria only)
- EQUIP6 – this program is applied to services that are not required to be accredited under the NSQHS Standards.

ACHS's ongoing mission is: "To provide a partnership approach to continuous improvement tailored to the needs of individual services and health systems using its expertise in standards, accreditation, education and training."

INTRODUCTION TO THE NSQHS SECOND EDITION

The NSQHS Standards

The National Safety and Quality Health Service (NSQHS) Standards second edition were developed by the Commission and follow on from the first edition (released in 2012). According to the Commission they “provide a nationally consistent statement of the level of care consumers should expect from health services”.

There are eight standards, considered by the Commission as essential to improving patient safety and quality of care. They are:

Each standard contains:

- A description of the standard
- A statement of intent
- A list of criteria that describe the key areas covered by the standard
- Explanatory notes on the content of the standard
- Item headings for groups of actions in each criterion
- Actions that describe what is required to meet the standard.



Clinical Governance - the clinical governance, and safety and quality systems that are required to maintain and improve the reliability, safety and quality of health care, and improve health outcomes for patients.



Partnering with Consumers - the systems and strategies to create a person-centred health system by including patients in shared decision making, to ensure that patients are partners in their own care, and that consumers are involved in the development and design of quality health care.



Preventing and Controlling Healthcare Associated Infection - the systems and strategies to prevent infection, to manage infections effectively when they occur, and to limit the development of antimicrobial resistance through prudent use of antimicrobials, as part of effective antimicrobial stewardship.



Medication Safety - the systems and strategies to ensure that clinicians safely prescribe, dispense and administer appropriate medicines to informed patients, and monitor use of the medicines.



Comprehensive Care - the integrated screening, assessment and risk identification processes for developing an individualised care plan, to prevent and minimise the risks of harm in identified areas.



Communicating for Safety - the systems and strategies for effective communication between patients, carers and families, multidisciplinary teams and clinicians, and across the health service organisation.



Blood Management - the systems and strategies for the safe, appropriate, efficient and effective care of patients' own blood, as well as other supplies of blood and blood products.



Recognising and Responding to Acute Deterioration - the systems and processes to respond effectively to patients when their physical, mental or cognitive condition deteriorates.

DELIVERING QUALITY AND SAFETY IN AN ACCREDITATION PROGRAM

Overview

Assessment to the NSQHS Standards second edition will apply from 1 January, 2019.

This edition was released in November 2017 and addresses gaps identified in the first edition, including mental health and cognitive impairment, health literacy, end-of-life care, and Aboriginal and Torres Strait Islander health. It also updates the evidence for actions, consolidates and streamlines standards and actions to make them clearer and easier to implement, and reduces duplication.

Standards Outline

These standards will continue to apply to a wide variety of health services with the majority of ACHS members being public and private hospitals, day procedure centres as well as specialised services within health.

It is noted that there are differences in scale, size, structures and complexity of the various health service delivery models.

In the second edition, 98 actions represent the content of the first edition, and 50 are new, however ACHS members who were in the EQulPNational program would already be familiar with 56% of these actions. ACHS is well positioned to support members in these new actions as the only accreditation agency with more than five years experience with EQulPNational.

All the elements in the second edition must be implemented by health service organisations.

ACHS NSQHS Standards second edition

There are two types of ACHS NSQHS Standards programs;

- ACHS NSQHS Standards second edition (Announced Assessment Program)
This applies to hospitals, day procedure centres and publicly-funded dental services and for community and primary health services who elect to be accredited under a three-year membership program with one on-site assessment over the three years. This is planned, announced and occurs on an agreed date.



- ACHS NSQHS Standards second edition (Short Notice Assessment Program)
This consists of a three-year cycle membership program with at least one (maximum of two) on-site assessment/s being conducted each year of the cycle. The health service is not informed of the schedule of assessments until 48 hours before the commencement of the assessment. A few standards are assessed at each on-site assessment with no prior notice being given as to which of the standards are being assessed.



ACHS can support your organisation

Accreditation is more than just a series of steps. It entails consideration of a range of factors, complexities and understanding the environment to ensure your organisation fully demonstrates its capacity to meet accreditation requirements. ACHS aims to work in partnership with its members to help them achieve their accreditation goals.

Key Steps

Conduct a self-assessment

Health service organisations should complete a self-assessment of their current systems and processes using the NSQHS Standards second edition. Information gathered can be used to inform a plan or pathway for implementation. It should include:

- identification of sources of evidence available (to demonstrate actions have been met)
- identification of areas where actions are not met and where improvements are required
- development of an action plan to cover any identified gaps.

Periodic self-assessments should be conducted throughout their accreditation cycle to meet quality improvement targets.

Gathering evidence

Evidence required for assessment is normally generated through the everyday activities of the organisation. The self-assessment process assists organisations to identify gaps in the evidence required for assessment.

Resources are available to assist organisations undertake a self-assessment, including detailed lists of examples of evidence (intended as a guide only).

Your accreditation assessment

Organisations are required to participate in an external assessment to verify that they have met each of the actions in the Standards. This usually includes the submission of a self-assessment, prior to the onsite assessment.

Available resources

Get to know the NSQHS Standards. Visit the microsite at the Commission's website at www.nationalstandards.safetyandquality.gov.au to see a full copy of the new standards and the series of resources developed to support health service organisations, or call the Advice Centre on 1800 304 056.

- Summary fact sheets have been developed and cover:
 - National Model Clinical Governance Framework fact sheets
 - Implementing the NSQHS Standards fact sheets
- Advisories and information for consumers can also be viewed at the microsite.

As Australia's leading healthcare accreditation organisation, ACHS is proud to be an approved accreditor to the Australian Health Service Safety and Quality Accreditation Scheme. We can accredit healthcare organisations to the Australian Commission on Safety and Quality in Health Care (ACSQHC)'s National Safety and Quality Health Service (NSQHS) Standards second edition.

As Australia's most comprehensive healthcare accreditation provider we have the customer service expertise and industry knowledge to assist your transition to the new standards.

ACHS NSQHS Standards membership contract



Under the ACHS NSQHS Standards second edition program, membership is for a three-year period during which the member works towards achieving and maintaining accreditation.

Members monitor their progress as they develop integrated systems and processes, evaluate their impact and adapt to change.

ACHS will work in partnership with you to ensure your organisation:

- fully understands the extent of the program, and its requirements,
- understands the timetable of steps required to be undertaken,
- has the expertise of experienced Customer Services Managers to explain information and provide useful knowledge.

Assessment preparation

Pre-assessment documentation will need to be submitted six weeks prior to the assessment.

Well-prepared evidence and action plans will greatly assist members to ensure all actions are being met, during the onsite assessment.

A decision will need to be made as to which Program the organisation opts for;

- NSQHS Standards (second edition) Announced Assessment Program which will consist of one scheduled onsite assessment of all applicable NSQHS Standards second edition in a three-year cycle, or
- NSQHS Standards (second edition) Short Notice Assessment program which will consist of at least one onsite short notice assessment of three/four standards annually in a three-year cycle.

Health services wishing to undertake the short notice assessment program in 2019 need to seek approval from their regulator (this is a requirement under the Australian Health Service Safety and Accreditation (AAHSSQA) Scheme).

A dedicated ACHS Customer Services Manager will provide support to members in their preparation for assessment.

Benefit of free clinical data information



One of the great benefits of the ACHS NSQHS Standards program membership is the bonus of belonging to the ACHS Clinical Indicator Program.

The first of its kind in the world, this data bank of clinical information gathered around Australasia for the last 30 years means you can stay up-to-date with annual clinical information. Ensure your health services can understand how it is performing when compared against peers.

Access to the ACHS Clinical Indicator Program is free for all ACHS members.

ACHS Improvement Academy



Since its launch in early 2016, the ACHS Improvement Academy has made a solid impression on the Australian healthcare community. More than 300 people have already graduated from the two Lead Programs – Patient Safety Lead, and Quality Improvement Lead Programs – directed at providing clinicians and healthcare management workers with the tools to drive sound quality improvement strategies. Other workshops conducted include Root Cause Analysis, as well as the **NSQHS Second edition: Preparing for Success Workshop**. Visit www.achs.org.au to read the glowing testimonials.



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