ACHS helping you to transition to the new National Safety and Quality Health (NSQHS) Standards second edition

There are now only five months until the National Safety and Quality Health (NSQHS) Standards second edition will be implemented from 1 January 2019.

ACHS is working closely with the Australian Commission on Quality and Safety in Healthcare (ACSQHC) who regulate the Australian Health Service Safety and Quality Accreditation Scheme, under which the Standards are evaluated.

As an approved accreditation agency, ACHS will share information about what has changed with the eight Health Standards, as such information is released by ACSQHC.

This information is correct at the time of publication and may be modified over the coming months.

The Eight Standards

Clinical Governance for health organisations
- Explicitly recognises the importance of leadership and culture in establishing clinical governance systems
- Aboriginal and Torres Strait Islander (ATSI) Health – there are four actions
- E-health is covered
- Emergency and disaster management is included
- Measure and act on variances in clinical practice
- Provide an environment that promotes safe and high quality care.

Partnering with Consumers
- Involve consumers in decision-making on about their own care
- Health literacy – the importance of clear communication
- Diverse needs of consumers
- Consumer actions under each Standards of the first edition are brought together under this Standard.

Confirmed Details
- There are eight NSQHS 2nd edition Standards and 148 actions, compared with 10 standards and 256 actions in the first edition.
- Approximately 66% of the new actions relate directly to the first edition ones
- The remaining 34% in the 2nd edition is new content.
- There are 50 new actions in the 2nd edition Standards.
- Twenty-eight of these were represented in EQuIPNational, however 22 actions will be new to member organisations
- There are 29 EQuIPNational actions that are not linked to the NSQHS 2nd edition.

Preventing and Controlling Healthcare Associated Infection
- Similar content
- De-duplication removed
- AMS – appropriate prescribing and use of antimicrobials
- Actions related to standard and transmission-based precautions have been brought together.

Medication Safety
- Similar content
- Re-written for clarity
- Medication review required – for those consumers identified at risk of experiencing medicine-related problems.

Comprehensive Care
- Largest Standard with 36 actions – includes actions from Standards 8 and 10
- Care should be centred on consumer goals and well-being
- Mental health and cognitive impairment
- Health literacy
- End-of-life care
- ATSI health.

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Communicating for Safety

- Builds on the Clinical Handover Standards and also includes aspects of the Patient Identification and Procedure Matching Standards of the first edition
- Communication critical throughout a consumer’s care
- High risk times when effective communication is critical.

Blood Management

- Move away from blood as the product to management of the person
- Better management of the patient to avoid the need for blood products.

Recognising and Responding to Acute Deterioration

- Deterioration can occur at any time, not just in an acute setting
- Response needs to be appropriate to the setting
- Also consider mental and cognitive deterioration
- Focus on elements of the process is in place rather than on the process tools.

What do we know so far?

- All assessment cycles will be three years
- There will be one announced onsite assessment every three years, or
- There will be the option for Short Notice assessments
- All actions are ‘Core’
- The remediation timeframe for actions not met will be 120 days in 2019
- There will be no accreditation extensions.

ACHS’s Support for Member’s Transition

ACHS Accreditation Programs - 3 Year Cycle Diagram

The Scheme

The Scheme provides for the national co-ordination of the accreditation processes, relating, but not limited to:

- Cycle of assessments
- Number of onsite assessments
- Core actions
- Remediation processes and assessor training.

Mandatory Reassessment

Mandatory Reassessment is required if at the initial assessment:

- >16% of the total number of actions are not rated not met or
- Eight or more actions under Standards 1 are rated not met at the initial assessment
- Re-assessment will be determined by ACSQHC and the Regulator
- Re-assessment will occur six months following the final report.

ACHS’s Electronic Tool

A new improved electronic tool is being developed and will be known as ART2

- Requirements for Pre Survey Assessment (PSA) are under review to reduce the burden of documentation required for PSA submission.
- ACHS will migrate member’s details section and previous recommendations actions data from ART to ART2.
- Mapping of recommendations from current standards to NSQHS Standards second edition will be undertaken by ACHS.

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Less than 200 registrations left for International Healthcare Forum 2018!

Earlybird Offer extended until 29 July

Don’t miss out – the International Health Forum is being held in Melbourne 10 - 12 September – Register Now.

More than 1,000 people from around Australia and overseas have already registered to be a part of this year’s very special IHI-BMJ International Forum on Quality and Safety in Healthcare.

As a strategic partner with the organisers, ACHS is proud to be associated with the dynamic Forum hosting renowned experts who have been the original ‘trailblazers’ in defining quality and safety in healthcare over the last 40-50 years.

Speakers include the internationally-recognised leading authority on healthcare quality and improvement – Donald Berwick, MD. The author and co-author of more than 160 scientific articles and five books, he is a Harvard Medical School lecturer, among his many distinguished achievements.

His considerable influence has shaped how modern quality and improvement in health is perceived and with a universal standing is one of the most sought-after health conference speakers in the world.

Other speakers include Derek Feely – Institute for Healthcare Improvement Executive Vice President, Gary Kaplan, Chairman and CEO, Virginia Mason Health System, USA, Alvin Shang Ming Chang, Singapore and Amanda Reeves, Improvement Manager, Redesign, The Royal Children’s Hospital, Melbourne, and many others. New speaker Vania Deonizio has just been announced (pictured left).

Key highlights include:

- Keynotes from influential figures in the quality improvement landscape as well as perspectives from other industries
- More than 40 sessions with presenters from across the world
- Skill-based training workshops with internationally-renowned experts in quality improvement
- The opportunity to visit outstanding organisations and experience first-hand how they deliver exceptional care during our off-site experience days
- More than 50 speakers
- Networking: We will have a dedicated space for you to meet up with colleagues, make new connections and begin work on future collaborations with delegates.
- Be a part of this International Event – Register NOW!

Assessor Training

- Assessor training for all approved accrediting agencies is currently being conducted by the ACSQHC.
- ACSQHC online modules must be completed prior to an assessor being assigned to assess NSQHS Standards 2nd edition.
- ACHS will also continue assessor development days and ongoing training.

Support Through Transition

- ACHS has discussed with ACSQHC transition arrangements for EQuIPNational members – no Periodic Reviews will occur after 2018.
- ACHS will develop a transition schedule for all member organisations.
- ACHS will communicate changes with all member organisations.
- ACHS will map recommendations from previous survey to NSQHS Standards 2nd edition.
- ACHS will migrate date from ART to ART2.
- There will be ongoing support from your Customer Services Manager.
- Education and Consultancy services will be available.

All information and implementation resources for the second edition of the NSQHS Standards are now available on the ACSQHC’s new NSQHS Standards microsite – at www.nationalstandards.safetyandquality.gov.au
ACHS Clinical Indicators Update

The ACHS provides the world’s largest dedicated Clinical Indicator data collection and reporting services. There are currently 324 CIs across 20 specialty medical disciplines, reported by more than 800 healthcare organisations in Australia and New Zealand. The ACHS reports to member organisations, providing comparative information and trend results that can be used to assess, compare and determine the potential to improve care.

Clinical Indicators provide quantitative tools to measure the quality of health care. They have been undergoing constant review/revisions by a multi-disciplinary Working Party with broad representation led by the leading Australasian colleges, societies and associations to ensure relevancy and currency to care practices. The CIs are released for data collection following the endorsement by the leading Colleges.

The updated Clinical Indicator sets commencing data collection in 2018 include:
1. Infection Control v5: a joint presentation was delivered by the ACHS and Australasian College for Infection Prevention and Control (ACIPC) together at the 2017 ACIPC Conference on 22nd November 2017 Canberra.
2. Radiation Oncology v5: a joint paper between ACHS and Royal Australia and New Zealand College of Radiologists (RANZCR) was published at the RANZCR Inside News June Edition 2018.

More updates are undergoing for Clinical Indicator sets in 2018. They are:
1. Day Patient v6: led by the Australia Private Hospitals Association and Day Hospitals Australia
2. Gastrointestinal Endoscopy v3, led by the Gastroenterological Society of Australia
3. Hospital-Wide v13, led by the Royal Australasian College of Medical Administrators
4. Mental Health v8, led by the Royal Australia and New Zealand College of Psychiatrists, with participation of State Chief Psychiatrists from five States.

Hot stuff! Fire response training

ACHS had an educational morning with a full first response fire training course held at the ACHS offices in June. All staff had the opportunity to experience extinguishing a fire and learning why curved railings are built for staircases in modern buildings, and the difference between a ionisation and a photoelectric house fire alarm.
Surveyor Development Days have been held in Qld, NSW and SA, and have been a fantastic opportunity to share critical information that impacts on ACHS surveyors. Topics covered at the meetings include: updates on the NSQHSS second edition by Ms Margaret Banks, Program Director, ACSQHC, changes to assessment procedures, lessons learnt and implementation of Short Notice Accreditation Assessment Process Surveys, as well as non-accreditation related topics.

Dr Low, Executive Director Corporate and Surveyor Workforce took the opportunity at these face-to-face sessions to acknowledge the expertise, commitment and contributions of the surveyors to the ACHS and its international business.

Welcome to Iris Cheong

A warm welcome is extended to our newest Customer Services Manager, Iris Cheong. Iris joined us in June with more than 18 years of critical care nursing experience in coronary care, cardiothoracic, neurosurgical, general medical and surgical fields. Iris trained in Singapore at National University Hospital, a large public tertiary hospital as a new graduate in Intensive Care and moved to Australia in 2004 to pursue her career and post-graduate studies.

Iris has had several clinical management and education roles in the private health sector and became a nurse unit manager of a brand new intensive care unit at Kareena Private Hospital, Caringbah, Sydney. The experience gained as an ICU nurse influenced her drive to provide high quality care and excellence in delivering positive clinical outcomes.

“It is a great privilege to assist members in their accreditation needs and journey of quality improvement.”

ACHS Surveyors in action in Perth

The Royal Perth & Bentley Group welcomed ACHS surveyors this week for their Organisation-wide EQuIPNational and Mental Health Standards survey. ACHS Co-ordinator Surveyor Dr Jean Evans complimented ACHS on “being able to choose such an excellent group of surveyors for the 15 Standards.” From left to right: Helen Eccles (nursing), Dr Jean Evans, Survey Co-ordinator, Tim Coombs (Mental Health nursing), Susan Shaw (quality management), Carol Martin (Mental Health nursing), Kelly Rogerson (nursing), Dr Alastair Mah (medical), Anne Leversha (pharmacy) and Jenny Tuffin (nursing). With thanks to the Royal Perth & Bentley Group’s staff photographer for the professionally-taken photo.
Taking Australian Healthcare Standards overseas

Overseas interest in a number of key ACHS healthcare Standards has ensured ACHS has made its presence felt in international markets recently. Highlights include:

**Singapore**

ACHS attended the Ageing Asia Forum from 15-16 May in Singapore to promote the upcoming launch of the EQuIP Residential Aged Care Standards.

This Forum is the main event for aged care providers from throughout Asia to gather and discover new innovative products and services.

ACHS connected with Leading Aged Services Australia who invited ACHS to the China Australia New Era Summit in June.

**Vietnam**

Dr Lena Low and Michael Giuliano, Executive Directors, ACHS and ACHS International, conducted a three-day Consultant training program from 11 – 13 June (based on the ACHS Surveyor Induction program) in Ho Chi Minh City for 20 candidates selected by our local partner.

The candidates came from the north, central, and southern regions of Vietnam and represented influential and large health care institutions on those areas.

The objective was to train participants to become ACHS Consultants to provide support services to current members and increase ACHS’s exposure and reach throughout Vietnam.

“This was a highly successful program and we were delighted with the level of input they gave to it.” said Michael Giuliano.

A separate two day program was also conducted for the Ministry of Health Vietnam surveyors.

**Taiwan**

Fresenius Kidney Care are making their mark with the ACHS EQuIP6 Haemodialysis Centres program and four new certificate presentations were presented in Taiwan recently.

Congratulations to the He Tai Clinic, Tien Yang Clinic, Kang Ming Clinic and the Hong Deh Clinics (pictured.) ACHS CEO Dr Christine Dennis travelled to Taiwan to meet Fresenius staff and make the presentations.

**Sri Lanka Consultancy**

ACHS was contracted by the Ministry of Health, Nutrition and Indigenous Medicine to conduct a surveyor induction program for 26 candidates was held in Colombo during the last week of May.

The candidates completed the ISQua accredited program and were assessed on nine different areas of performance including participation / engagement, presentations, comprehension, and a newly introduced ACHS Knowledge Exam.

The next step is to conduct a readiness diagnostic which will be conducted at six hospitals across Sri Lanka in late July. This will involve three survey teams assessing one hospital each per week.
The National Safety and Quality Health Service (NSQHS) Standards were developed by the Australian Commission on Safety and Quality in Health Care (ACQSHC) with the Australian Government, State and territory partners, consumers and the private sector. The primary aim of the NSQHS Standards is to protect the public from harm and improve the quality of health care. They describe the level of care that should be provided by health service organisations and the systems that are needed to deliver such care. The second edition of the NSQHS Standards was released in November 2017. Health service organisations will be assessed to the second edition from January 2019.

**New Offering from the ACHS Improvement Academy (Academy)**

To assist organisations in preparing for their accreditation assessment the Academy is releasing its new workshop: **NSQHS Standards (second edition): Preparing for Assessment**. This new workshop will be available in all jurisdictions and can be accessed as either a Public workshop or Custom workshop. For more information on dates, cost and locations for the Public workshops please go to [Upcoming Events](#).

For information on how to request a Custom workshop please go to [Custom workshops and training programs](#). Custom workshops can be held for your own organisation’s staff at a location within or close to your facility.

**NSQHS Standards 2nd Edition One Day Workshop Learning Objectives:**

- **Understand** the changes to the Australian Health Service Safety and Quality Accreditation Scheme
- **Implement** the changes to the NSQHS Standards second edition
- **Build** in sustainability of the NSQHS Standards into the governance structure
- **Use** the information that is acquired from normal business as survey evidence.

**Who should attend?**

Healthcare Executives, heads of department, senior clinicians and clinician managers, directors of clinical governance, patient safety and quality managers, ancillary staff, consumer representatives.

**Prior learning**

Desirable: experience of the previous NSQHS Ten National Standards.

**NSQHS Second Edition Workshop Facilitators**

The facilitators of these workshops are experienced ACHS assessors/surveyors and experienced workshop facilitators.

**Continuing Professional Development**

A certificate will be issued upon full completion of the workshop. This can be used as evidence of attendance for claiming CPD/CME points.

If you are interested in learning more about how your organisation can benefit from this workshop, contact the Improvement Academy on (02) 9281 9955 or visit the website at www.achs.org.au to view the current 17 workshops planned dates around Australia.

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**Can you help us help you?**

With a multitude of different audiences undertaking a range of roles, all working in a complex and changing sector, it is important for ACHS to review how we communicate with our many stakeholders from time to time. We are interested in finding out more about what you think of ‘ACHS News’ and what we can do to make it interesting and relevant for you – the reader. **This survey** closes on Friday 10 August and will help shape our future communications.
The 21st Annual ACHS Quality Improvement Awards
Less than 7 weeks to go
Submissions close 7 September 2018

CLICK HERE for more information on the ACHS website.
CLICK HERE to download the QI Awards brochure.

The Quality Improvement Awards provide an opportunity to showcase innovative safety and quality achievements in healthcare. There are three categories in which you can make a submission and show your organisation’s safety and quality achievements:
• Clinical Excellence and Patient Safety
• Non-Clinical Service delivery
• Healthcare Measurement

We strongly encourage you and your colleagues to make a submission to the ACHS QI Awards for 2018. QI Awards winners will be announced at the ACHS Annual Dinner, on Thursday 22 November 2018 in Sydney.

How do I make a submission?
• Download and read the Submission Guidelines
• Download the Submission Document Template and complete
• Email your completed Submission Document to qi.award@achs.org.au.

What if I need more information?
If you have any questions, please contact Dr Mark Burgess by email at qi.award@achs.org.au or phone on +61 (0)2 9281 9955.
P.S. Please forward to any colleagues whom may be interested!

ACHS Medal nominations are now open

Nominations for one of the most prestigious awards in the Australian health sector – the Australian Council on Healthcare Standards 2018 ACHS Medal, are now open. The honour which has been awarded over the last 34 years recognises outstanding achievement in the promotion of quality and safety in healthcare in Australia.

The awarding of the ACHS Medal recognises the stand-alone contributions an individual has made to improving quality and safety over a period of time that are also consistent with the goals of the Council.

“The ACHS Medal provides an opportunity to further promote the work of an individual who has made a strong contribution in their particular field of health, by highlighting the improvements being made in safety and quality,” she said.

The four criteria that are used to determine the level of commitment to quality and safety continue to be:
• Substantial achievement on research into quality and safety of health systems;
• Distinguished leadership in quality practices;
• Outstanding achievement in maintaining a continuous quality improvement focus in health care delivery systems; or
• Outstanding achievement in the promotion of quality in health care.

The closing date for nominations is 5pm, Friday 7 September, 2018, visit the ACHS website to learn more about how to submit a nomination.