2019 Off and running...

Introduction to the National Safety and Quality Health Service Standards Second Edition

For ACHS staff and some of our members the dawning of 2019 has been memorable for one thing in particular – the introduction of the NSQHS Standards second edition.

After five years, the NSQHS Standards have been succeeded by this new iteration and while we’ve had more than a year to get acquainted with the Standards and plan accordingly for our member’s accreditation needs, this clearly represents a significant change – not just with the standards but importantly with the accreditation scheme requirements.

We hear the language frequently that the Standards have reduced from 10 to 8 and that Actions have decreased from 256 to 146. But of course, for those that are well acquainted with the Standards, Actions and Sub-Actions, perhaps rather than reduced we should be using the language of consolidation and comprehensiveness.

There is a substantial increase firstly in the scope of the standards which now include mental health, cognitive impairment, health literacy, end-of-life care, and Aboriginal and Torres Strait Islander health. Secondly, there are 52 additional new actions in the second edition. Some of our members will already be familiar with them as they were covered in the former EQuIPNational program.*

One of our challenges has been communicating the extent of the increase in work, and the impact that has had on scoping future surveys. We have to plan to have Assessors on the ground long enough to be able to accurately carry out their review and be able to determine the organisation’s performance in meeting the Standards.

ACHS has invested significant time and resources to update our electronic tools and support services so as to best meet the needs of our members. We remain committed to providing industry leading customer service.

In addition to the second edition standards, the ACHS Executive have been working through finalising our 2019 strategic plan deliverables. This is a process that we undertake on an annual basis and allows us to operationalise our strategic goals and confirm measurable outcomes.

Dr Dennis at the 2018 ACHS Dinner – more photos inside.

Our key actions for 2019 include;

- Developing and launching our Patients at the Heart (PATH) program for the international market
- Further expanding the ACHS Improvement Academy offerings in our domestic market
- Launching the Improvement Academy International (IAI)
- Continue to grow AAGP
- Work collaboratively with our strategic partners to develop evidence briefs, academic papers and opinion pieces regarding safety, quality and accreditation
- Deliver successful domestic and international Assessor development programs and,
- Review the ACHS Constitution

As you would be aware, in June 2017 the ACHS Board of Directors and ACHS Council endorsed the revised ACHS Constitution and By-Laws. The flow-on effect of this has been a shift to a Board that has seven Council elected Directors and four Board Appointed Directors. You may have seen recent the advertisements for two Board appointed positions. The Board are working through the applications to ensure that ACHS continues to benefit from a high calibre and diverse Board skillset so as to best support driving organisational performance and member value.

Dr Christine Dennis

*A mapping document to view the content change between first and second edition standards is available on the Commission’s website at www.qualityandsafety.com.au
On November 22, 2018 ACHS staff, Council and Board members, assessors and stakeholders helped us celebrate the many wonderful things that make ACHS Australia’s most successful healthcare accreditation provider.

The ACHS dinner is a biannual event that recognises a number of key achievements including: announcing the ACHS Medal Winner 2018, announcing the Quality Initiative Award Winners 2018, recognition of longstanding assessors who are retiring, recognition of long-serving ACHS Staff members and last but not least, formal launching of the Australasian Clinical Indicator Report 19th edition 2010 – 2017.

Business formalities aside, a highlight of the evening was a heartfelt and highly entertaining after dinner speech from Professor Bruce Barraclough AO (below), on the travails of some the most important decisions made on Health in Canberra in the last few decades. We were privileged to hear from Prof Barraclough and enjoyed his wit, company and intelligence.

Photos include: QI Winners, appreciation presentations to ACHS Past Presidents John Smith and Karen Linegar, as well as retiring Board members Brett Emmerson AM and Dr David Lord.
Captions this page, Prof Len Notaras AM announcing the ACHS Medallist Adrian Pennington (on his right), Assessor Peter Clout and Dr Margaret Way, QI winners South Western Sydney Local District, Second row: Assessor Dr Roger Hooper, ACHS staff and Assessor Kaye Smith, and below, Sally Percy. Remaining photos – of tables of guests, and photo of the evening (left of Sally) ‘Winners are Grinners’ – Hunter New England LHD.
Review of EQuIP6 Standards, criteria and elements
By Deborah Jones - Manager, Standards and Product Development

The ACHS undertakes a comprehensive review and consultation process of the Evaluation and Quality Improvement Program (EQuIP) at least every four years to ensure the standards remain current, continue to reflect best practice, draw on evidence and are achievable. The review process lasts approximately two years, beginning with stakeholder consultation, the formation of working groups to develop a first draft, and then field review of the draft, desk-top audits and onsite pilot testing surveys.

ACHS is currently undertaking a review of EQuIP6, its core ACHS accreditation program and the basis of all accreditation programs and products offered to members both across Australia and internationally. The review of EQuIP6 will inform future updates of all related accreditation programs, including the EQuIP programs for day procedure centres, haemodialysis centres, aged care services oral health services and healthcare support services.

An online consultation will occur from March to April 2019 for anyone interested in providing feedback about EQuIP6, and working groups will be formed to assist ACHS to incorporate the feedback from the consultation into a first draft for field review.

ACHS is also calling for volunteers to participate in the Working Groups from May to August 2019. This invitation is open to all staff of ACHS and ACHSI member organisations, ACHS assessors, key stakeholders, consumers and carers, and any other interested individual or representative group, so please notify your colleagues about the review.

Details about the consultation and applications for working groups are available on the ACHS website.

Development of Cancer Care Clinical Indicators
Launched at ACHS
By Hao Zheng - Manager, Performance and Outcomes Service

For the first time ever one of the most prevalent contemporary diseases – cancer – will be a part of the suite of clinical indicators ACHS records data against.

ACHS commenced the development of new Cancer Care Clinical Indicators (CIs) in January 2019 in response to requests from its member organisations. A Core Group was established, led by a representative nominated by the Clinical Oncology Society of Australia (COSA), comprising nine clinicians representing a range of disciplines, geography, cancer organisations, and public/private settings to guide its development.

The first Core Group meeting was held on 18 January in Sydney. The Group highlighted the importance of using CIs to measure and report performance and to identify gaps and variations, with the aim of improving the quality of cancer care. CIs in 24 domains of cancer care proposed by the Core Group were tentatively grouped into six areas: 1) Access; 2) Assessment/treatment planning; 3) Treatment/support services; 4) Outcomes; 5) Follow-up and long-term outcomes; and 6) Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs).

The Core Group proposed a broader stakeholder engagement for an upcoming Working Party meeting to finalise a set of cancer care CIs for national use. The organisations to be engaged in the Working Party include:

- Clinical Oncology Society of Australia
- Cancer Council Australia
- Royal Australian and New Zealand College of Radiologists
- Royal Australasian College of Medical Administrators
- Medical Oncology Group of Australia
- Cancer Nurses Society of Australia
- Society of Hospital Pharmacists of Australia
- Australian Private Hospitals Association
- Cancer Institute NSW
- Major Cancer Centres: Peter MacCallum cancer Centre; ICON Cancer Care

The Group aims for a completed Cancer Care CI set in the third quarter 2019. Following endorsement by the COSA and ACHS, it is proposed to be launched at COSA’s 46th Annual Scientific Meeting in November 2019. Data collection will then be recommended from January 2020 to assist in benchmarking, to reduce variation, to improve the quality of cancer care, and thus improve patient outcomes.

Don’t forget to request a copy of the ACIR - email akrich@achs.org.au.
ACHS is proud to welcome Qibao Nursing Home as our first Aged Care Services program member in mainland China.

On Monday 18 December 2018, representatives from ACHS, Qibao Nursing Home, (owned by Yikang Aged Care Services), and the Australian Department of Foreign Affairs and Trade celebrated the formal signing of the Qibao membership agreement.

Qibao Nursing Home will commence the process to be accredited to the ACHS Evaluation & Quality Improvement Program (EQuIP) for Aged Care Services, which will recognise it for providing services and care to residents at an international standard.

"ACHS is delighted to welcome Qibao Nursing Home as our first member in mainland China and one which is following the Australian tradition of investing in accreditation for long-term improvements in quality and safety," said ACHS Chief Executive Officer Dr Christine Dennis.

"We are proud of this new association and have ourselves invested in the development of the new EQuIP6 Aged Care Services program which is tailored for overseas markets. With an ageing population in mainland China, and less family support than earlier generations, the growth in aged care services over the last decade has been considerable.

"The level of attention that this market receives in China is enormous and there is lot of respect for improving the quality of aged care services nationally. Qibao Nursing were determined to ensure their patients are receiving the best care, and that the staff are constantly improving so that this program is perfect in assisting them achieve these goals.

ACHS International Executive Director Mr Michael Giuliano said the interest overseas in the ACHS accreditation programs was impressive. "ACHS has carefully built a strong reputation in four distinct regions: Central & South Asia, South East Asia, East Asia and the Middle East over the last decade and our name is representative of high quality accreditation standards," he said.

"There are many challenges being faced in healthcare in different countries throughout the world, but there is also a growing strong interest in accreditation programs that assist in delivering quality and safety to patients.

"We are excited to welcome Qibao Nursing Home as our member and look forward to a strong partnership with Yikang Aged Care Services in the future." he concluded.

Mr Giuliano is currently overseas conducting training and networking events in Japan, Korea, Taipei, Hong Kong, China, Singapore and the Middle East.

ACHS also welcomes Peacehaven Nursing Home, part of The Salvation Army group in Singapore. Madam Mui Lang Low, Executive Director, has been proactive in gaining membership to ACHS and signing up for the Aged Care Services program. Peacehaven Nursing Home will be the first aged care services facility in Singapore to become accredited using this program which is specifically designed to meet the needs of the ageing population.

ACHS is very pleased to announce the EQuIP6 Aged Care Services program has been chosen as a Finalist in the 7th Eldercare Innovation Awards part of the Ageing Asia Innovation Forum.

The EQuIP6 Aged Care Services program is based on the EQuIP6 core standards, developed with input from a number of Australian and international organisations, individual specialists and content experts to ensure the standards are up to date, evidence-based and relevant to member organisations.

EQuIP6 Aged Care Services supports excellence in resident care and services and is designed to provide a framework which will assist aged care services to ensure the delivery of safe, high quality services, and to achieve continuous quality improvement.
Every accreditation awarded is a celebration in the making … and there have been three significant celebrations taking place recently in Western Australia and Tasmania.

Ruah Community Services and Outcare Community Services, both in in Western Australia and the Royal Flying Doctor Service in Tasmania all achieved their very first accreditation to the NSQHS Standards by the end of 2018.

To mark their achievements ACHS Executive and the State Customer Service Manager visited the head offices to share the celebrations with staff, management, Board members and other stakeholders such as volunteers and even the Mayor of Launceston. All three organisations were presented with the ACHS NSQHS Standards Accreditation Certificate and Recognition Certificate for achievement to the National Standards for Mental Health Services.

“We were very impressed with the effort all three organisations made to successfully accomplish their first accreditation and commence a significant quality improvement journey,” said Dr Lena Low, Executive Director Corporate & Assessor Divisions.

“Each operating environment has its own challenges, and these can be particularly accentuated in remote or rural locations and the different communities serviced. Being proactive, innovative and sustainable with client-centred care are all important qualities that our assessors are keen to recognise.

We were delighted to be able to present the ACHS certificates and meet our members during our regular, scheduled State Advisory Committee meetings occurring in those states,” Dr Low concluded.

A trifecta of firsts
Certificate Presentations in WA

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ART2 – The Art of Pleasing our Members
By Nikki Humphreys, Project Officer - Business Support Services

The smooth introduction of ART2 to correspond with the introduction of the NSQHS Standards second edition has commenced without a hitch.

The phased approach – according to the date of members’ next planned NSQHS Standards phase - has allowed ACHS to provide a clean transition to the tool. All organisations who renew their ACHS membership will have their ART1 Member Details and Recommendations data migrated to ART2 automatically. Member access to ART2 commenced on Monday 4 February 2019, and will continue based on the below schedule:

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<th>Assessment Date</th>
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ART users will receive an email notification once access is available. After this point, ART2 data can be edited and previous ART1 data will be available as read-only. An ART2 user guide is available on the resources tab of the login page and a Pre-Assessment Documentation Guide is available via the resources section of the Document Library in ART2.

If you have any questions, please refer to your Customer Services Manager, or the ART2 User Guide on the ACHS website www.achs.org.au
**QIL Program 2019**

Following three successful years with the Quality Improvement and Patient Safety Lead training programs, the ACHS Improvement Academy (IA) has refined this offering. Evaluation of both programs has now allowed us to offer the Australian health system a re-worked program which includes both key concepts and principles of quality improvement and patient safety. This program also includes key clinical governance concepts, consumer engagement, and the PICMoRs framework which are new concepts in the NSQHS Second Edition Standards.

The Quality Improvement Lead Training Program - enhancing patient safety (QIL) has been designed for senior staff within healthcare organisations who lead quality improvement and patient safety activities including: patient-based care and co-design; reducing patient harm; improving outcomes, efficiency and access to services; and those who need to design new models of care particularly for chronic and complex disease management across continuums of care.

This 12-month program provides practical skills and theories that can be translated back into the workplace to improve care processes. It includes four x two-day modules, webinars and email support providing an emersion in quality improvement science and patient safety theories.

Participants will be required to undertake a work-based clinical practice improvement project and will be assessed at the end of the course through an oral presentation of that project to the ACHS Faculty. Support for the project will be provided through emails and webinars.

The QIL program is being offered as either a public or a custom training program for an individual hospital and health service. The IA has successfully completed a full QIL program for Austin Health in Melbourne (2018) and is currently conducting a similar program - Clinical Practice Improvement Lead (CPIL) training for Central Adelaide Local Health Network in SA (2018 - 2019).

The closing date for this year’s course intake is 23 May, in Brisbane. Visit our website [www.achs.org.au](http://www.achs.org.au) to find out more about who should attend, the course learning objectives and assessment.

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**Quality Improvement Award Winners 2018**

Two submissions were the tied winners in one of the three categories in the 21st annual ACHS Quality Improvement Awards.

Melbourne Health VIC and Hunter New England Local Health District (HNELHD), NSW both tied, and along with Marie Stopes Australia and South Western Sydney Local Health District, NSW each took out an award, demonstrating their leadership status as innovators in different aspects of healthcare.

The three categories for the awards are: Clinical Excellence and Patient Safety, Non-Clinical Service Delivery and Healthcare Measurement.

Melbourne Health VIC and Hunter New England Local Health District (HNELHD), NSW both won the Clinical Excellence and Patient Safety Award for their ‘Think sepsis. Act fast’ and ‘Police Ambulance Early Access to Mental Health Assessment VIA Tele health (PAEAMHATH)’ submissions, respectively.

The Non-Clinical Service Delivery Award was won by Marie Stopes Australia for their ‘Improving the patient experience’.

South Western Sydney Local Health District, NSW took out the Healthcare Measurement Award for their ‘PROMPT-Care: eHealth facilitating timely person-centred care to every cancer patient’ submission created by the Liverpool Cancer Therapy Centre, Centre for Oncology Education and Research Translation (CONCERT) Psycho-oncology Research Group.’

Our sincere congratulations to assessor Graham Hyde, awarded a Member (OAM) of the Order of Australia in the general division for ‘service to medical administration’. Graham has completed 137 assessments over 349 assessment days and has been an ACHS assessor for 23 years.

**Congratulations Graham Hyde OAM**
Newly-appointed Arnold Tammekand gives an overview of his new role as Manager, Assessor Division during the change-over to NSQHS Standards second edition.

Well, what an incredible five months it has been for me!

Just a few of the highlights:

• I was told in October it would take “six to 12 months to settle in and learn the ropes.” Well, I had five weeks and then with Val Smith taking retirement I was in the Manager’s hot seat!
• “Things quieten down leading-up to Christmas.” Many of us know that just wasn’t the case!
• “Things are usually quiet in January as people are away on leave.” Well, it turned out to be just as busy as Christmas time.
• The NSQHS Standards second edition with 60% time spent in clinical areas – ACHS took the initiative to pilot with some members to test out timetabling to ensure this occurs at assessment. Some interesting questions were asked eg “does travel count?”; “does tour of the premises count?”

Things are really exciting though as we move into 2019 and experience changes brought about by the second edition, with new processes and all of us at Action Stations for Assessor Division

ACHS working to ensure a smooth transition for our members, assessors and other stakeholders.

ACHS is fortunate to have such a knowledgeable and experienced Assessor Division Team and I still pinch myself to see that this wonderful adventure is happening to me.

We have been very fortunate to have Karen Edwards join the Team, bringing a wealth of experience at senior management in health and ACHS Assessor and Lead Assessor experience, which greatly contributes to the changing processes being introduced in the Assessor Division in preparation for ISQua re-accreditation of our Assessor Program.

From someone that has now got to the point of taking off my trainer wheels, I am truly amazed at the acceptance and friendship shown to me by all the staff at ACHS, but even more incredible are the things I now have learnt about ACHS that I didn’t have a clue about before!!

Finally, I would like to recognise the incredible work Val Smith did for ACHS not only as a long-term experienced Assessor, but also the leadership she provided as the Manager of the Assessor Division. We all wish Val and her husband best wishes for the future and provide a HUGE thank you – we will miss you – especially me.

NSQHS Standards (second edition): Planning for Success one day workshops in Sydney

To assist organisations in preparing for their accreditation assessment the Academy is releasing its new workshop:

**NSQHS Standards (second edition): Planning for Success.**

This new workshop will be available in all jurisdictions.

For all locations and dates please go to upcoming events or if you want a workshop just for your own organisation you can do that by requesting a Custom workshop.

The objectives of the workshop are:

• **Understand** the changes in the Australian Health Service Safety and Quality Accreditation Scheme and 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 assessment evidence.

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

This program is eligible for CPD points.

Don’t miss out!