The Australian Council on Healthcare Standards

Introducing EQuIPNational
Australia’s Premier Accreditation Program

“Helping Australia’s healthcare industry reach its full potential for Quality, Safety and Improvement”
Introduction

For nearly 40 years ACHS has been the leader in delivering accreditation programs to the Australian healthcare industry, and continues the tradition of leadership in accreditation today. ACHS’ programs are based on partnerships and consultations with key stakeholders and participants in the healthcare industry so that its standards and accreditation services reflect their needs and encourage strong ownership of the program.

The Australian Council on Healthcare Standards’ (ACHS’) new EQuIPNational program has been developed to complement the introduction of the Australian Commission on Safety and Quality in Health Care’s (the ACSQHC’s) National Safety and Quality Health Service (NSQHS) Standards.

EQuIPNational ensures organisations meet requirements to participate in a program including the NSQHS Standards, from 1 January 2013.

Why EQuIPNational?
The answers are easy:

- EQuIPNational allows a comprehensive organisation-wide assessment – monitoring and reporting of clinical and non-clinical systems and processes,
- EQuIPNational is simple and easy to implement, formatted in alignment with the National Standards – a seamless and integrated program,
- EQuIPNational is an evidenced-based program where survey results demonstrate that patient safety and quality of care can be at risk without a mechanism to monitor and evaluate the performance of non-clinical systems,
- the new EQuIPNational program has been developed with input from member organisations, and member feedback to date has demonstrated strong support for the value and relevance of EQuIPNational to their organisations.
The 10 NSQHS Standards and 5 EQuIPNational Standards

The National Safety and Quality Health Service (NSQHS) Standards

The ten NSQHS Standards are a nationally regulated framework of Standards which applies to hospitals and day procedure centres from 1 January 2013.

The NSQHS Standards are presented in a four-tier layout of Standards, criteria, items and actions. Organisational performance is assessed at the level of the action, with each action rated as ‘Met with Merit’, ‘Satisfactorily Met’, ‘Not Met’ or ‘Not Applicable’.

Actions under the NSQHS Standards are either core or developmental. Core actions are those considered critical for safety and quality, while developmental actions address areas where health services can focus their efforts and / or investment to improve patient safety and quality.

In order to achieve NSQHS Standards accreditation, an organisation must be rated at least ‘Satisfactorily Met’ for all core actions within the NSQHS Standards.

EQuIPNational components

EQuIPNational includes the ten National Safety and Quality Health Service Standards:

1. Governance for Safety and Quality in Health Service Organisations
2. Partnering with Consumers
3. Preventing and Controlling Healthcare Associated Infections
4. Medication Safety
5. Patient Identification and Procedure Matching
6. Clinical Handover
7. Blood and Blood Products
8. Preventing and Managing Pressure Injuries
9. Recognising and Responding to Clinical Deterioration in Acute Health Care
10. Preventing Falls and Harm from Falls

EQuIPNational delivers an additional five Standards that complement the NSQHS Standards while facilitating a comprehensive, organisation-wide assessment. These Standards have been derived from EQuIP5 and reformatted to integrate seamlessly with the NSQHS Standards:

11. Service Delivery
12. Provision of Care
13. Workforce Planning and Management
14. Information Management
15. Corporate Systems and Safety

11 12 13 14 15
Introducing EQuIPNational

EQuIPNational is presented as seven booklets

1. EQuIPNational Standards
2. Standard 11 Guidelines
3. Standard 12 Guidelines
4. Standard 13 Guidelines
5. Standard 14 Guidelines
7. Accreditation Program Accessible from the ACHS Website

EQuIP Content

**Standard 11: Service Delivery**
- Information about Services
- Access and Admission to Services
- Consumer / Patient Consent
- Appropriate and Effective Care
- Diverse Needs and Diverse Backgrounds
- Population Health

**Standard 12: Provision of Care**
- Assessment and Care Planning
- Management of Nutrition
- Ongoing Care and Discharge / Transfer
- End-of-Life Care

**Standard 13: Workforce Planning and Management**
- Workforce Planning
- Recruitment Processes
- Ongoing Employment and Development
- Employee Support and Workplace Relations

**Standard 14: Information Management**
- Health Records Management
- Corporate Records Management
- Collection, Use and Storage of Information
- Information and Communication Technology

**Standard 15: Corporate Systems and Safety**
- Strategic and Operational Planning
- Systems and Delegation Practices
- External Service Providers
- Research Governance
- Safety Management Systems
- Buildings, Plant and Equipment
- Emergency and Disaster Management
- Physical and Personal Security
- Waste and Environmental Management

**EQuIP Content Summary**

- Standards: 5
- Criteria: 27
- Items: 70
- Actions: includes Mandatory Actions = 24 (22%) 111
Key features of EQuIPNational

The key features of EQuIPNational are:

- the ten NSQHS Standards against which hospitals and day procedure centres are required to be accredited by the ACSQHC,
- the extra five EQuIPNational Standards, which are derived from key elements of the EQuIP program and cover the performance of service delivery processes, provision of care and non-clinical systems,
- a rating system in line with that introduced by the ACSQHC for the NSQHS Standards,
- comprehensive Guidelines to facilitate safety and quality improvement.

Within the five EQuIP-derived Standards, certain actions have been designated as mandatory. These actions, if not met, could risk the quality of care or the safety of people within the organisation. In order to achieve full EQuIPNational accreditation, an organisation must be rated at least ‘Satisfactorily Met’ against all mandatory actions, in addition to the core actions within the NSQHS Standards.

The EQuIPNational
4 year program cycle

Accreditation under EQuIPNational

Organisations that successfully meet the requirements of the NSQHS Standards will be awarded accreditation and will receive a Certificate of Accreditation. Those organisations that further achieve accreditation under the ACHS EQuIPNational program will receive a Certificate of Accreditation recognising this higher achievement.

An organisation which is awarded EQuIPNational accreditation status by ACHS has reached a high level of achievement. ACHS accreditation signals to the community that an organisation is striving for best practice and has a quality improvement culture, committed quality systems, and a focus on consumer / patient needs and safety.

Assessment Recording Tool (ART)

The ACHS Assessment Recording Tool (ART) is a web-based application designed for ACHS member organisations and surveyors to capture essential data against the EQuIPNational Standards.

Members who have previously undergone EQuIP5 accreditation will have all their former information transferred across to ART for EQuIPNational by ACHS. This ensures that all essential information remains consistent.

For an easy transition to the new integrated EQuIPNational program, or for further information about EQuIPNational or the NSQHS Standards, contact ACHS:
Phone: +61 02 9281 9955
## National Safety and Quality Health Service (NSQHS) Standards

<table>
<thead>
<tr>
<th>Number</th>
<th>Standards</th>
<th>EQuIP Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>There are integrated systems of governance to actively manage patient safety and quality risks.</td>
<td>1. Health service organisations implement effective clinical handover systems.</td>
</tr>
<tr>
<td>2</td>
<td>Care provided by the clinical workforce is guided by current best practice.</td>
<td>2. Health service organisations have documented and structured clinical handover processes in place.</td>
</tr>
<tr>
<td>3</td>
<td>Managers and the clinical workforce have the right qualifications, skills and approach to provide safe, high quality health care.</td>
<td>3. Health service organisations establish mechanisms to include patients and carers in clinical handover processes.</td>
</tr>
<tr>
<td>4</td>
<td>Patient safety and quality incidents are recognised, reported and analysed, and this information is used to improve safety systems.</td>
<td>4. Health service organisations have systems in place for the safe and appropriate prescribing and clinical use of blood and blood products.</td>
</tr>
<tr>
<td>5</td>
<td>Patient rights are respected and their engagement in their care is supported.</td>
<td>5. The clinical workforce accurately records a patient’s blood and blood product transfusion history and indications for use of blood and blood products.</td>
</tr>
<tr>
<td>6</td>
<td>1. Governance for Safety and Quality in Health Service Organisations</td>
<td>6. Preventing and Managing Pressure Injuries</td>
</tr>
<tr>
<td>9</td>
<td>4. Medication Safety</td>
<td>1. The community has information on health services appropriate to its needs.</td>
</tr>
<tr>
<td>10</td>
<td>5. Patient Identification and Procedure Matching</td>
<td>2. Access and admission / entry to the system of care are prioritised according to healthcare needs.</td>
</tr>
<tr>
<td>11</td>
<td>1. Governance structures are in place to form partnerships with consumers and/or carers.</td>
<td>3. Consumers / patients are informed of the consent process, and they understand and provide consent for their health care.</td>
</tr>
<tr>
<td>12</td>
<td>2. Consumers and/or carers are supported by the health service organisation to actively participate in the improvement of the patient experience and patient health outcomes.</td>
<td>4. Health care and services are evaluated to ensure that they are appropriate and effective.</td>
</tr>
<tr>
<td>13</td>
<td>3. Consumers and/or carers receive information on the health service organisation’s performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.</td>
<td>5. The organisation meets the needs of consumers / patients and carers with diverse needs and from diverse backgrounds.</td>
</tr>
<tr>
<td>14</td>
<td>4. Preventing and Managing Pressure Injuries</td>
<td>6. Better health and wellbeing are promoted by the organisation for consumers / patients, staff, carers and the wider community.</td>
</tr>
<tr>
<td>15</td>
<td>5. The organisation ensures that the nutritional needs of consumers / patients are met.</td>
<td>12. Provision of Care</td>
</tr>
<tr>
<td>16</td>
<td>6. Preventing and Controlling Healthcare Associated Infections</td>
<td>1. Assessment and care planning ensure that current and ongoing needs of the consumer / patient are identified.</td>
</tr>
<tr>
<td>17</td>
<td>7. Blood and Blood Products</td>
<td>2. The organisation ensures that the nutritional needs of consumers / patients are met.</td>
</tr>
<tr>
<td>18</td>
<td>8. Medication Safety</td>
<td>3. Systems for ongoing care and discharge / transfer are coordinated and effective and meet the needs of the consumer / patient.</td>
</tr>
<tr>
<td>19</td>
<td>9. Preventing Falls and Harm from Falls</td>
<td>4. The care of dying and deceased consumers / patients is managed with dignity and comfort and family and carers are supported.</td>
</tr>
<tr>
<td>20</td>
<td>10. Preventing Falls and Harm from Falls</td>
<td>13. Workforce Planning and Management</td>
</tr>
<tr>
<td>21</td>
<td>11. Information Management</td>
<td>1. Workforce planning supports the organisation’s current and future ability to address needs.</td>
</tr>
<tr>
<td>22</td>
<td>12. Corporate Systems and Safety</td>
<td>2. The recruitment, selection and appointment system ensures that the skill mix and competence of staff, and mix of volunteers, meets the needs of the organisation.</td>
</tr>
<tr>
<td>23</td>
<td>13. Workforce Planning and Management</td>
<td>3. The continuing employment and development system ensures the competence of staff and volunteers.</td>
</tr>
<tr>
<td>24</td>
<td>14. Information Management</td>
<td>4. Employee support systems and workplace relations assist the organisation to achieve its goals.</td>
</tr>
</tbody>
</table>

---

## EQuIP National Table

<table>
<thead>
<tr>
<th>Standards</th>
<th>NSQHS = 10</th>
<th>EQuIP = 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criteria</td>
<td>NSQHS = 41</td>
<td>EQuIP = 27</td>
</tr>
<tr>
<td>Actions</td>
<td>(209 Core)</td>
<td>NSQHS = 256</td>
</tr>
<tr>
<td></td>
<td>(24 Mandatory)</td>
<td>EQuIP = 111</td>
</tr>
</tbody>
</table>

All information/figures were correct at time of publication.