

Dear Team,

Short Notice Assessment for TPCH will start today (Monday 9 November) and continue for five days, concluding Friday 13 November.

The visit from the Australian Council on Healthcare Standards (ACHS) team will include seven assessors who will examine our facility against the eight National Safety and Quality Health Service Standards. One assessor will be focused on the Clinical Trials Governance Framework.

In a change from previous accreditation visits, surveyors will spend 75 per cent to 80 per cent of their time in clinical areas.

They will be following patient journeys and observing interactions between staff and patients. This is an opportunity to demonstrate how patients are integral to the planning and delivery of their care.

If you have the chance to speak to members of the assessment team, talk openly and use the interaction to explain and highlight the positive aspects of your unit's work.

It is also important to be aware that during accreditation, staff may be asked to provide additional information by the assessment team at short notice.

If this occurs or any other issues arise during a visit from the assessment team, contact the Safety and Quality team promptly for advice and support.

Please remember that while accreditation is an assessment of our performance as a health care organisation, it is also an opportunity to showcase the great work we do in caring for our patients.

For further details, contact the TPCH Safety and Quality team.

Kind regards,

Tami Photinos
Executive Director
The Prince Charles Hospital

Metro North Health

We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork

VALUES IN ACTION

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision
Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.

Queensland Government