

Maintaining safety and quality through accreditation

One of the many ways in which Metro North Hospital and Health Service demonstrates to our community that we are doing our best to achieve excellent standards of safety and quality is through our accreditation against the National Safety and Quality Health Service Standards.

From January 2013, all Australian health services were required to be assessed with a new national accreditation program launched by the Australian Commission on Safety and Quality in Health Care (ACSQHC).

Metro North Hospital and Health Service is accredited by the Australian Council on Healthcare Standards (ACHS).

Accreditation is public recognition by a healthcare accreditation body of the achievement of standards by a healthcare organisation. This is demonstrated through an independent, external peer assessment of the organisation's level of performance in relation to the National Safety and Quality Health Service Standards as well as the ACHS EQuIP National Standards.

The standards set a new benchmark not only for us, but for health services across the country, and means our patients and local community can be assured that all our services meet the rigorous standards applied to the delivery of modern public healthcare.

While accreditation is one tool in a range of strategies used to improve quality and safety in health services, it also provides the additional benefit of unifying our health services through the common goal of developing a safe and high quality health system for our community.

Our Hospital and Health Service systems, processes and practices are regularly assessed against best practice standards to ensure standards of safety and quality are met.

In 2014, Royal Brisbane and Women's Hospital (incorporating Mental Health) and Metro North Oral Health Services were assessed by the Australian Council on Healthcare Standards against National Standards one, two and three as well as mandatory criteria of ACHS EQuIP National Standards. Our facilities were successful in meeting all of these standards, receiving 19 'Met with Merit' ratings in the process.

The Prince Charles, Redcliffe, Caboolture and Kilcoy Hospitals, as well as Sub Acute and Ambulatory Services, will undergo similar surveys by the Australian Council on Healthcare Standards in 2015.

Accreditation systems are considered to comprise five key elements:

- ✔ Governance or stewardship function
- ✔ A standards-setting process
- ✔ A process of external evaluation of compliance against those standards
- ✔ A remediation or improvement process following review
- ✔ Promotion of continuous improvement



Standard 1: Governance for safety and quality in health service organisations describes the quality framework required for health service organisations to implement safe systems.



Standard 2: Partnering with consumers describes the systems and strategies to create a consumer-centred health system by including consumers in the development and design of quality health care.



Standard 3: Preventing and controlling healthcare associated infections describes the systems and strategies to prevent infection of patients within the healthcare system and to manage infections effectively when they occur to minimise the consequences.



Standard 4: Medication safety describes the systems and strategies to ensure clinicians safely prescribe, dispense and administer appropriate medicines to informed patients.



Standard 5: Patient identification and procedure matching describes the systems and strategies to identify patients and correctly match their identity with the correct treatment.



Standard 6: Clinical handover describes the systems and strategies for effective clinical communication whenever accountability and responsibility for a patient's care is transferred.



Standard 7: Blood and blood products describes the systems and strategies for the safe, effective and appropriate management of blood and blood products so the patients receiving blood are safe.



Standard 8: Preventing and managing pressure injuries describes the systems and strategies to prevent patients developing pressure injuries and best practice management when pressure injuries occur.



Standard 9: Recognising and responding to clinical deterioration in acute health care describes the systems and processes to be implemented by health service organisations to respond effectively to patients when their clinical condition deteriorates.



Standard 10: Preventing falls and harm from falls describes the systems and strategies to reduce the incidence of patient falls in health service organisations and best practice management when falls do occur.



Standard 11: Service delivery – Implement and use systems to ensure the safe appropriate and effective delivery of services to consumers/patients.



Standard 12: Provision of care Implement and use systems to provide a comprehensive continuum of care for consumers/patients.



Standard 13: Workforce planning and management – Implement and use systems to recruit, assess and improve the performance of clinicians and other staff members.



Standard 14: Information management – Implement and use systems to efficiently and securely collect, use and store information.



Standard 15: Corporate systems and safety – Implement and use systems and processes to ensure the healthcare organisation operates safely and efficiently.