

NATIONAL SAFETY AND QUALITY HEALTHCARE STANDARDS

- *What are they?*
- *How do they relate to general practice?*

Chris Baggoley and Margaret Banks

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► Standards

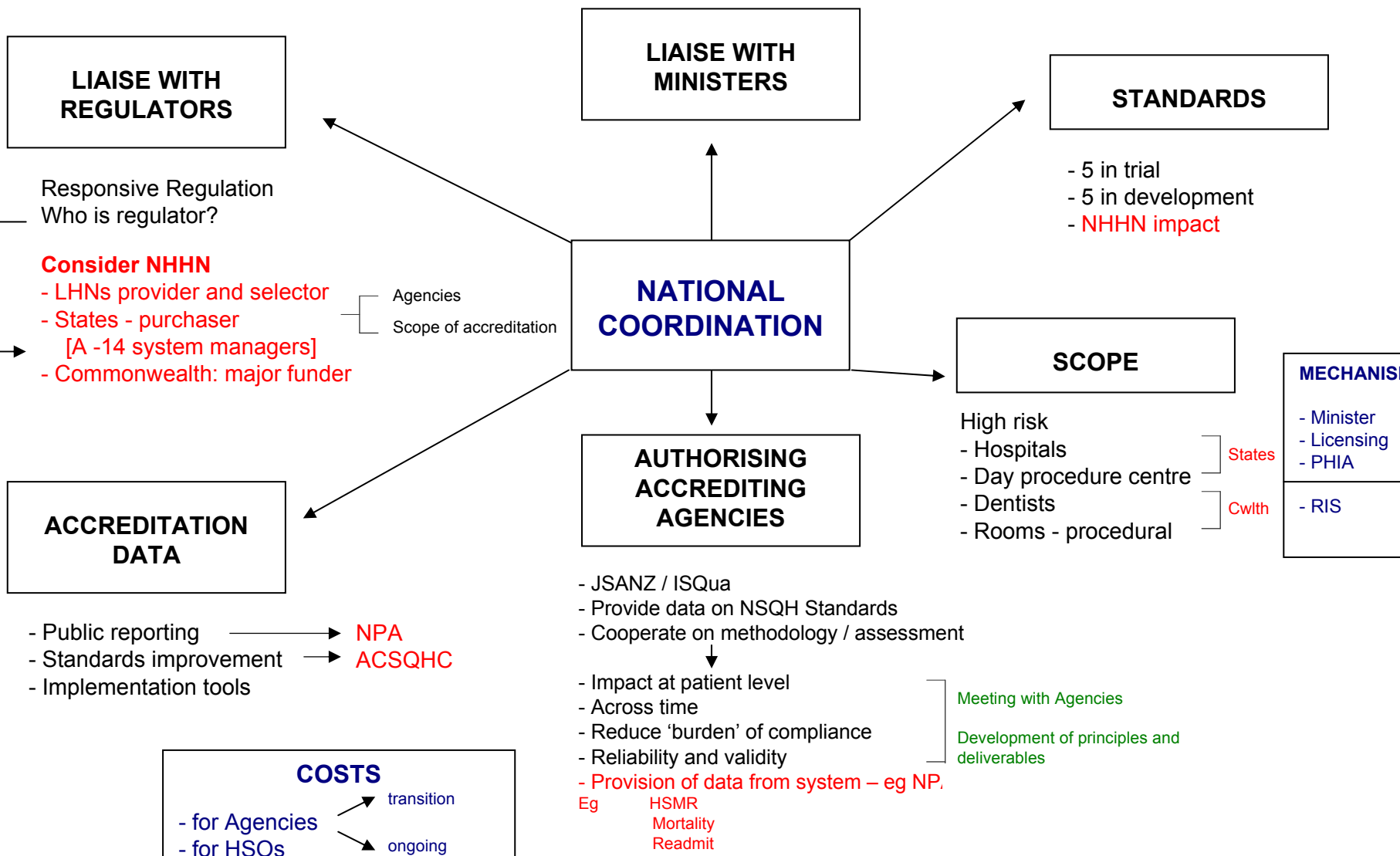
1. Standards of Care

- eg NSQH Standards
- Concerning systems and process development
- For internal service assessment or accreditation

2. Clinical Standards

- eg Guidelines for preventive activities for GPs
- Focus on appropriate clinical practice
- Detail a clinical process
- For service specific or technical area of practice

► National Accreditation Reform



Safety and Quality Standards 1 to 5

1. Governance for Safety and Quality in Health Service Organisations
2. Healthcare Associated Infection
3. Medication Safety
4. Patient Identification and Procedure Matching
5. Clinical Handover

Safety and Quality Standards 6 to 10

6. Blood and Blood Product Safety
7. Consumer Engagement
8. Prevention and Management of Pressure Ulcers
9. Recognising and Responding to Clinical Deterioration
10. Falls Safety

▶ RACGP Standards for general practices Draft 4th Edition

Sections

1. Practice Services
2. Rights and Needs of Patients
3. Safety, Quality Improvement and Education
4. Practice Management
5. Physical Factors

▶ RACGP Standards for general practices Draft 4th Edition

1. Practice Services

1.5 Continuity of care

1.5.2 Clinical Handover

3. Safety, Quality Improvement and Education

3.1 Safety and Quality

3.1.4 Patient Identification

5. Physical Factors

5.3 Clinical support processes

5.3.1 Safe and quality use of medicines

5.3.3 Health care associated infection

▶ Clinical Standards

Develop in national health priority areas

For example:

- Diabetes
- Hypertension
- Early detection of cancer
- Prevention of chronic disease
- Asthma



THE PROPOSED NATIONAL SAFETY AND QUALITY FRAMEWORK

► Proposed National Safety and Quality Framework

Safe, high quality health care is always:	What it means for me as a consumer or patient:	Actions for health systems and providers:
<p>1. Consumer centred</p> <p>This means:</p> <ul style="list-style-type: none"> • providing care that is easy for patients to get when they need it • making sure that health care staff respect and respond to patient choices, needs and values • forming partnerships between patients, their family, carers and health care providers • ensuring that patients and carers report positive experiences of health care 	<p>I can get high quality care when I need it</p>	<p>1.1 Develop methods and models to help patients get health services when they need them</p>
	<p>I have information I can understand. It helps me to make decisions about my health care. I can help to make my care safe.</p>	<p>1.2 Increase health literacy</p> <p>1.3 Partner with consumers, patients, families and carers to share decision making about their care</p> <p>1.4 Provide care that respects and is sensitive to different cultures</p>
	<p>My health care is well organised. The doctors, nurses and manager all work together. I feel safe and well cared for.</p>	<p>1.5 Involve consumers, patients and carers in planning for safety and quality</p> <p>1.6 Design services based on the needs of patients</p> <p>1.7 Improve continuity of care</p> <p>1.8 Minimise risks at handover</p>
	<p>I know my healthcare rights.</p>	<p>1.9 Promote healthcare rights</p>
	<p>If something goes wrong, my health care team look after me. I receive an apology and a full explanation of what happened.</p>	<p>1.10 If something goes wrong, openly inform and support the patient</p>

► Proposed National Safety and Quality Framework

Safe, high quality health care is always:	What it means for me as a consumer or patient:	Actions for health systems and providers:
<p>2. Driven by information</p> <p>This means:</p> <ul style="list-style-type: none"> • using up-to-date knowledge and evidence to guide decisions about care • safety and quality data are collected, analysed and fed back for improvement • taking action to improve patients' experiences 	<p>My care is based on the best knowledge and evidence</p>	<p>2.1 Use agreed guidelines to reduce inappropriate variation in the delivery of care</p> <p>2.2 Collecting and analysing safety and quality data to improve care</p>
	<p>The results of my treatment and my experiences are used to help improve care</p>	<p>2.3 Learn from patients' and carers' experiences</p> <p>2.4 Encourage and apply research that will improve safety and quality</p>

▶ Proposed National Safety and Quality Framework

Safe, high quality health care is always:	What it means for me as a consumer or patient:	Actions for health systems and providers:
<p>3. Organised for safety</p> <p>This means:</p> <ul style="list-style-type: none"> making safety a central feature of how health care facilities are run, how staff work and how funding is organised 	<p>I know that the healthcare team, providers, managers and governments, all take my safety seriously.</p>	<p>3.1 Health staff take action for safety</p> <p>3.2 Health professionals take action for safety</p> <p>3.3 Managers and clinical leaders take action for safety</p> <p>3.4 Governments take action for safety</p>
	<p>The health system is designed to provide safe, high-quality care for me, my family and my carers</p>	<p>3.5 Ensure funding models are designed to support safety and quality</p> <p>3.6 Support, implement and evaluate e-health</p> <p>3.7 Design and operate facilities, equipment and work processes for safety</p>
	<p>When something goes wrong, actions are taken to prevent it happening to someone else</p>	<p>3.8 Take action to prevent or minimise harm from healthcare errors</p>

▶ Framework Consultation Outcomes

What matters to consumers:

- Involve them so that they can make decisions about their care and plan their lives
- To learn from patients and carers experiences
- Take action to prevent or minimise harm from healthcare errors

▶ Framework Consultation Outcomes

What matters to those working in the health system:

- Improve access for patients
- Reduce unjustified variation in standards of care
- Restructure funding models to support safe, appropriate care