

Governance for Safety and Quality in Health Service Organisations

Standard 1



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This standard requires that:

- There is an integrated system of governance that actively manages patient safety and quality risks.
- Is guided by current best practice.
- Managers and clinical workforce have the right qualifications, skills and approach to provide safe and high quality healthcare.
- Patient safety and quality indicators are recognised, reported and analysed.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-1.pdf>

Partnering with Consumers

Standard 2



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This standard requires that:

- Governance structures are in place to form partnerships with consumers and carers
- Consumers and carers are supported by BHS to actively participate in the improvement of patient experience and health outcomes.
- Consumers and carers received information on the performance of BHS and the ongoing steps for evaluation and continuous improvement.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-2.pdf>

Preventing and Controlling Healthcare Associated Infections

Standard 3



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This standard requires that:

- Effective governance and management systems for healthcare associated infections are implemented and maintained.
- Strategies for the prevention and control of healthcare associated infections.
- Prompt identification, management and treatment of patients presenting with or acquiring an infection.
- Safe and appropriate antimicrobial prescribing.
- Provide a clean and hygienic environment.
- Provide adequate information for patients, carers and consumers

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-3.pdf>

Preventing and Controlling Healthcare Associated Infections Standard 3



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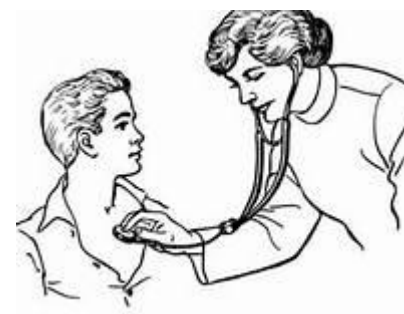
Increased
length of
stay

Unclean
hands



Disease
transmission

Patient
treated



More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-3.pdf>

Medication Safety

Standard 4



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This standard requires that:

- BHS has mechanisms and support for;
 - Safe prescribing
 - Dispensing
 - Supplying
 - Administration
 - Storing
 - Manufacturing
 - Compounding
 - Monitoring
- Accurate patient medical records are available and maintained during care.
- Patient handover provides a complete list of patient medications
- Patients are informed about their options, risks and responsibilities for an agreed medication management plan.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-4.pdf>

Patient Identification and Procedure Matching

Standard 5



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This standard requires that:

- At least three approved patient identifiers are used:
 - Patient names (given and family)
 - Date of birth
 - Gender
 - Address
 - UR number
- A patient's identity is confirmed when transferring care.
- BHS has explicit processes to correctly match patients with their intended care.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-5.pdf>

Clinical Handover

Standard 6



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This standard requires that:

- BHS uses an effective clinical handover system:
 - **I**dentify
 - **S**ituation
 - **B**ackground
 - **A**ssessment
 - **R**ecommendation
- The handover process is documented and structured.
- BHS includes patients and carers in clinical handover process.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-6.pdf>

Blood and Blood Products

Standard 7



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This standard requires that:

- BHS has governance in place for the safe and appropriate use of blood and blood products
- Accurate patient records are maintained with history and indications for transfusion.
- Patients and carers are kept informed.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-7.pdf>

Preventing and Managing Pressure Injuries

Standard 8



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This standard requires that:

- BHS has governance structures and systems in place for prevention and management of pressure injuries.
- Patients are screened on presentation and appropriate prevention strategies are implemented as required.
- Patients are managed according to best practice guidelines.
- Patients and carers are informed about risk, prevention and management.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-8.pdf>

Recognising and Responding to Clinical Deterioration in Acute Health Care

Standard 9



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This standard requires that:

- BHS uses approved hospital wide systems to support, recognise and respond to a patient whose condition deteriorates.
- Deteriorating patients are recognised and care is appropriately escalated in a timely manner.
- Patients, families and carers are informed of the processes of escalating care.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-9.pdf>

Preventing Falls and Harm from Falls

Standard 10



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This standard requires that:

- BHS has governance in place to reduce and minimise harm from falls.
- Patients are screened for risk and the potential to be harmed from falls.
- Appropriate prevention strategies are in place.
- Patients and carers are involved in the identified risk of falls and engaged in the development of a fall prevention plan.

More information and fact sheets are available

- Australian Commission on Safety and Quality in Health Care
 - www.safetyandquality.gov.au
- BHS intranet
 - <http://bhsnet/sites/default/files/finder/departments/garm/resources/national%20quality%20and%20safety%20standards/NSQHS-Standards-Fact-Sheet-Standard-10.pdf>