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The Australian Commission on Safety and Quality in Health Care can be contacted through its website at <http://www.safetyandquality.gov.au/> or by email [mail@safetyandquality.gov.au](mailto:mail@safetyandquality.gov.au)

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## **Hospital Assessment and Review**

**Q. What does the Council mean by hospital assessment and review?**

**A.** Hospital assessment and review refers to processes used by health care services to collect and analyse performance information on the safety and quality of the services they provide.

These processes should be part of the ongoing practice within a hospital and include internal self-assessment that is complemented by periodic external reviews undertaken by another party, such as an accreditation provider.

**Q. Why is it important for hospitals to undertake such assessment processes?**

**A.** This type of assessment is an important tool for hospitals to identify where they are doing things well, to identify areas for improvement, and to act on this information to improve the safety and quality of care in the organisation.

**Q. What happens with assessment results?**

**A.** Assessment results should be used by the organisation to drive improvements. The findings of external reviews, and any improvement action required, should be reported to the governing body, relevant authorities, and the public.

It is important that the findings of these reviews are reported so that lessons and information about practical solutions for improvement can be shared.

**Q. Why is this different to current accreditation processes?**

**A.** Accreditation is one method used to assess performance that should be complemented by internal analysis, and actions taken by hospitals to facilitate continuous improvement.

Currently, accreditation outcomes are not always reported to the relevant authorities and, therefore, useful information on performance is not always able to be reviewed for the purposes of shared learning and improvement.

**Q. Where should this assessment take place?**

**A.** Council believes that as a first step this assessment should occur in hospitals across Australia. Assessment should ideally occur in all settings involved in the delivery of health care, including general practice and community services.

**Q. How can I find out more information?**

**A.** More information on the work of the Council can be obtained by visiting the Council's website at [www.safetyandquality.org](http://www.safetyandquality.org), or by contacting the:

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