

07 NOV 2007

on Safety and Quality
in Health Care

07OCE/2544

Professor Chris Baggoley
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Noted

To go to Margaret B. for
incorporation & advice

MBB 7/11/07.

Dear Professor Baggoley

**RE: ALTERNATIVE MODEL FOR HEALTH CARE ACCREDITATION
CONSULTATION PAPER – SA COMMENTS**

This letter provides for your information and consideration a response to the Australian Commission on Safety and Quality in Healthcare's alternative model for health care accreditation consultation paper.

The Department of Health supported in principle the proposed accreditation model and reform strategies outlined in the Commission's initial discussion paper (comment dated 26 March 2007).

The current Consultation Paper sought further input regarding the implementation of the alternative model.

- The alternative accreditation model proposed appears large in scale and costly to both implement and maintain. Further details on the projected cost would be useful.
- The University of New South Wales (UNSW)¹ has been contracted to review the current accreditation processes and this literature review does not appear to have been circulated or referred to during this consultation process.
- EQUIP 4 (the current version) has been designed around improvements on the previous accreditation versions. If a new accreditation system is required then it should be based on existing systems/practices rather than being built from scratch.
- Training and assessment requirements for surveyors to ensure accreditation inter-reliability standards will still be required.
- The GP Divisions within South Australia are being currently reviewed through an independent accreditation company and other health organisations also undertake ISO standard review processes. This raises the question of how these proposed common new standards will be applied across all registered

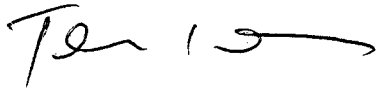
¹ *Unannounced Surveys and Tracer Methodology: Literature Review*, Centre for Clinical Governance, University New South Wales, 2007.

health services providers. It is also noted that the aged care sector has not been included in the review as these facilities are accredited under separate legislation. The new model needs to address the scope for national standards development in accreditation.

- The minimum 'yes/no' or threshold standards proposed in the new model could potentially be limiting to health service delivery as it does not encourage both service and standards improvement on an ongoing basis.
- Whatever process is undertaken, consumer partnership must be built to ensure consumers can participate as part of the accreditation process development, implementation and reviews. Children and young people also need to be considered so that they can participate in improving and shaping the services that they access as part of their health care.

Thank you for seeking our comments.

Yours sincerely



DR TONY SHERBON
Chief Executive

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CC: Dr Richenda Webb, A / Executive Director, Public Health and Clinical Coordination