



Comprehensive care delivery: an overview

A fact sheet for clinicians

This is a resource to support the implementation of the second edition of the National Safety and Quality Health Service (NSQHS) Standard: Comprehensive Care.

What is comprehensive care?

Comprehensive care is health care that is based on identified goals for the episode of care. These goals are aligned with the patient's expressed preferences and healthcare needs, consider the impact of the patient's health issues on their life and wellbeing and are clinically appropriate.

What are the NSQHS Standards?

The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision. The NSQHS Standards provide a nationally consistent statement about the standard of care consumers can expect from their healthcare organisations and are mandatory for all Australian hospitals.

The second edition of the NSQHS Standards includes eight standards, one of which focuses on the provision of comprehensive care for patients within a health service organisation.

Comprehensive Care Standard

The intent of the Comprehensive Care Standard is to ensure that patients receive comprehensive care, and that risks of harm to patients are identified, prevented and managed. There are four criteria in the Comprehensive Care Standard:

Clinical governance and quality improvement to support comprehensive care:

Systems are in place to support clinicians to deliver comprehensive care.

Developing the comprehensive care plan:

Integrated screening and assessment processes are used in collaboration with patients, carers and families to develop a goal-directed comprehensive care plan.

Delivering comprehensive care:

Safe care is delivered based on the comprehensive care plan, and in partnership with patients, carers and family. Comprehensive care is delivered to patients at the end of life.

Minimising patient harm:

Patients at risk of specific harm are identified, and clinicians deliver targeted strategies to prevent and manage harm.

For more information:

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