

**KEY ACTIONS**  
for accrediting  
agencies

**Fact sheet 5:**

# Recognising exemplar practice in health service organisations

## AHSSQA Scheme

The Australian Commission on Safety and Quality in Health Care (the Commission) is responsible under the National Health Reform Act 2011 for the formulation of standards relating to health care safety and quality matters and for formulating and coordinating the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme (the Scheme).

The Commission has undertaken a comprehensive review of the Scheme and produced a series of fact sheets to outline the changes to accreditation processes for health service organisations.

## NSQHS Standards (second edition)

The National Safety and Quality Health Service (NSQHS) Standards were developed by the Commission in collaboration with the Australian Government, states and territories, the private sector, clinical experts, patients and carers. The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision. They provide a quality-assurance mechanism that tests whether relevant systems are in place to ensure expected standards of safety and quality are met.

Health service organisations will transition to the second edition of the NSQHS Standards from January 2019.

This strategy is intended to facilitate the identification and sharing of information on safe and good-quality practice between organisations managing similar issues.

During consultation on the review of the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme, health service organisations asked that a mechanism be established to recognise exemplar practice.

## Process for nominating exemplar practice identified at assessment

Accrediting agencies will be invited to nominate exemplar practice identified during a health service organisation's assessment to the second edition of the NSQHS Standards.

Accrediting agencies will be required to:

- Check that the health service organisation is eligible to be nominated
- Notify the health service organisation of the intended submission
- Obtain contact details of the responsible officer for the area of practice being recognised
- Submit the following information to the Commission:
  - The name of the health service organisation
  - The name of the specific service area where the exemplar practice has been identified
  - A concise statement of the exemplar practice
  - Contact details for the relevant person(s) in the health service organisation.

The Commission will review submissions and contact the relevant health service organisation to invite them to provide further information. This will not involve site visits by the Commission.

If the submission meets the criteria for exemplar practice, and with the health service organisation's permission, the Commission will:

- Upload a summary of the initiative on the Commission's website
- Include appropriate contact details for the exemplar organisation so that other health service organisations may review the information, and if appropriate contact them to discuss the initiative in more detail.

The template for accrediting agencies to nominate health service organisations for exemplar practice is available on the Commission's website:  
[safetyandquality.gov.au/exemplar-practice](https://safetyandquality.gov.au/exemplar-practice)

## Eligibility

To be eligible for nomination for recognition of exemplar practice, health service organisations need to have been assessed to the NSQHS Standards (2nd ed.) and awarded accreditation with all actions rate 'met'.

## Questions?

For more information, please visit:

[safetyandquality.gov.au/standards/nsqhs-standards](https://safetyandquality.gov.au/standards/nsqhs-standards)

You can also email the NSQHS Standards Advice Centre at: [accreditation@safetyandquality.gov.au](mailto:accreditation@safetyandquality.gov.au) or call 1800 304 056.