



# National Safety and Quality Digital Mental Health Standards

**Webinar presentation**

18 March 2020

**Dr Peggy Brown**  
**Senior Clinical Advisor**

**AUSTRALIAN COMMISSION**  
**ON SAFETY AND QUALITY IN HEALTH CARE**

# Background

- Department of Health has contracted the Australian Commission on Safety and Quality in Health Care to develop National Safety and Quality Digital Mental Health Standards (NSQDMH standards)
- Aim is to provide a quality assurance framework for DMHS
  - Support the safety and quality of DMHS
  - Build public trust in DMHS
  - Increase clinician confidence in referring patients to DMHS
  - Enhance consumer and carer empowerment and choice
  - Increase adoption rates
- Voluntary standards

# Definition of a digital mental health service

- ***A mental health, suicide prevention or alcohol and other drug service that uses technology to facilitate engagement and the delivery of care***
- Excludes: electronic health/medical records
  - decision support tools for clinicians
  - analytic services
  - services to provide support and education to health professional
  - clinical practice management software for patient administration
  - clinical workflows and communication software

# Scope of digital mental health services

- **3 sectors**

- Mental health
- Suicide prevention
- Alcohol and other drugs

- **4 service categories**

- Information
- Digital counselling
- Treatment
- Peer support

- **5 digital media**

- Telephone
- Videoconferencing
- Web based incl. web chat
- SMS
- Mobile health applications (apps)

## **Aim to future proof for emerging technologies:**

- Sensors and wearables
- Virtual reality
- Augmented reality
- Chatbots
- Artificial intelligence
- Machine learning
- Digital phenotyping.

# Development process

- Phase 1: Consultation and report on options to Department of Health
  - Digital Mental Health Advisory Group
  - Literature scan
  - Targeted interviews with national and international leaders and experts
  - Consultation with stakeholders including in-person, webinars and online survey
  - Legal opinion
- Phase 2a: Design and development of NSQDMH Standards
  - Digital Mental Health Advisory Group
  - Technical Working Group
  - Internal consultation within ACSQHC
  - Consultation with stakeholders including in-person, webinars and on-line survey
  - Pilot testing of NSQDMH Standards
  - Development of associated tools and resources

# NSQDMH Standards

- Based on National Safety and Quality Health Services (NSQHS) Standards which provide a nationally consistent statement of the level of care consumers can expect from health service organisations
- Will form a part of the suite of standards developed by the Commission
- 3 standards, 12 criteria and 59 actions
- Apply at the service provider level (not individual DMHS or developer)
- Integrate clinical and technical components
- State what is required but not how it must be done
- Apply across the range of services within the defined scope  
(may seek an exemption if an action does not apply)

# Regulatory Matrix

- A broad regulatory framework applies to digital mental health services
- Includes:
  - TGA (*Therapeutics Goods Act 1989*)
  - OAIC (*Privacy Act 1988*)
  - ACCC (*Australian Consumer Law*)
  - AHPRA (*Health Practitioner Regulation National Law Act 2009*)
- NSQDMH Standards aim to complement existing legislation/regulations and not to re-state unless additional emphasis is thought to be necessary.
- Interface with TGA review of regulation for software as a medical device.

# NSQDMH Standards

**Clinical and Technical Governance Standard**

**Partnering with Consumers Standard**

**Model of Care Standard**



# Each standard contains:

- A description of the standard
- A statement of intent
- A list of criteria that describe the key areas covered by the standard
- Explanatory notes on the content of the standard
- Item headings for groups of actions in each criterion
- Actions that describe what is required to meet the standard

# Tools and resources

- Self-assessment tool
- Product information template
- Guidance material

# Self-assessment tool

The screenshot shows a Microsoft Excel spreadsheet titled "Clinical and Technical Governance Standard". The spreadsheet is organized into columns for "Overview of progress" (1.1-1.18) and rows for "Governance, leadership and culture" (1.1) and "Organisational leadership" (1.2-1.4). Each row contains "Actions", "Reflective questions", "Examples of evidence", "Link to evidence", and "Estimate % of complete".

No.	Actions	Reflective questions	Examples of evidence - select only evidence that are currently in use	Link to evidence	How do you rate your performance?	Estimate % of complete
1.1	<p>The governing body:</p> <ul style="list-style-type: none"> <li>a. Provides leadership to develop a culture of safety and quality improvement, and satisfies itself that this culture exists within the organisation</li> <li>b. Provides leadership to ensure partnering with service users</li> <li>c. Sets priorities and strategic directions for ethical, safe and high-quality care and ensures that these are communicated effectively to the workforce and service users</li> <li>d. Endorses the organisation's clinical and technical governance frameworks</li> <li>e. Ensures that roles and responsibilities are clearly defined for the governing body, management, clinicians, technicians and other members of the workforce</li> <li>f. Monitors the action taken as a result of analyses of clinical and technical incidents</li> <li>g. Reviews reports and monitors the organisation's progress on safety, quality, performance and effectiveness</li> </ul>	<p>How does the governing body understand and promote safety and quality?</p> <p>How does the governing body observe ethical standards in the delivery of services?</p> <p>How does the governing body set strategic direction, and define safety and quality roles and responsibilities?</p> <p>What information does the governing body use to monitor progress and report on strategies for safe and high-quality clinical care?</p>	<ul style="list-style-type: none"> <li>• Policy documents that describe the:               <ul style="list-style-type: none"> <li>- roles and responsibilities of the governing body and ethical principles they observe</li> <li>- the service provider's clinical and technical governance frameworks</li> </ul> </li> <li>• Processes for partnering with service users</li> <li>• Strategic, business or risk management plans that describe the priorities and strategic directions for safe and high-quality services that are endorsed by the governing body</li> <li>• Committee and meeting records in which clinical and technical governance, leadership, safety and quality culture, performance and effectiveness, or partnering with service users are discussed</li> <li>• Documented clinical and technical governance frameworks that are endorsed by the governing body</li> <li>• Audit framework or schedule that is endorsed by the governing body</li> <li>• Safety and quality performance and effectiveness data, compliance reports and reports of clinical and technical incidents that are monitored by the governing body, managers or the clinical or technical governance committees</li> <li>• Workforce safety and quality climate survey</li> <li>• Cultural assessment tool used by the service provider and reports of assessments conducted</li> <li>• Annual report that includes information on the service provider's safety and quality performance and effectiveness</li> <li>• Terms of reference or letter of appointment to the governing body that describes members' safety and quality roles and responsibilities</li> <li>• Communication with the workforce or service users on the clinical and technical governance frameworks for safety and quality performance.</li> </ul>	<p><a href="#">Click here to navigate to the list of evidence for Action 1.1</a></p>		
1.2	<p>The service provider establishes and maintains clinical and technical governance frameworks, and uses the processes within these frameworks to drive improvements in safety, quality, performance and effectiveness</p>	<p>Does the service provider have documented clinical and technical governance frameworks?</p> <p>How is the effectiveness of the clinical and technical governance frameworks reviewed?</p>	<ul style="list-style-type: none"> <li>• Documented clinical and technical governance frameworks</li> <li>• Documented safety and quality goals and performance and effectiveness indicators for the services provided by the service provider</li> <li>• Documented organisational and committee structure that is aligned to the clinical and technical governance frameworks</li> <li>• Audit results of compliance with the service provider's clinical and technical governance frameworks, and management of safety and quality risks</li> <li>• Reviews or evaluation reports on the effectiveness of the service provider's safety and quality systems for services.</li> </ul>	<p><a href="#">Click here to navigate to the list of evidence for Action 1.2</a></p>		
1.3	<p>The service provider implements and monitors strategies to meet the organisation's priorities for diverse population groups, including Aboriginal and Torres Strait Islander peoples</p>	<p>What strategies are used to improve outcomes for diverse population groups, including Aboriginal and Torres Strait Islander peoples, using the services?</p> <p>How are these strategies monitored, evaluated and reported?</p>	<ul style="list-style-type: none"> <li>• Policy documents that incorporate the safety and quality priorities for diverse population groups, including Aboriginal and Torres Strait Islander peoples</li> <li>• Documented goals and performance indicators for the targets and intended health outcomes for diverse population groups, that are regularly monitored and reported to the governing body</li> <li>• Committee and meeting records that describe the safety and quality priorities and strategies for diverse population groups, including Aboriginal and Torres Strait Islander peoples</li> <li>• Examples of specific strategies that have been implemented to meet the needs of diverse population groups, including Aboriginal and Torres Strait Islander peoples.</li> </ul>	<p><a href="#">Click here to navigate to the list of evidence for Action 1.3</a></p>		
1.4	<p>The service provider considers the safety and quality of health care for service users in its business decision-making</p>	<p>How are safety and quality issues considered when making business decisions?</p>	<ul style="list-style-type: none"> <li>• Committee and meeting records, such as for finance and audit committees, and strategic planning committees, that show that the safety and quality of digital mental health care is considered in business decision-making</li> </ul>	<p><a href="#">Click here to navigate</a></p>		

The spreadsheet also includes a navigation bar at the bottom with tabs for "How to use this tool", "Governance", "Gov-EL", "Gov-TL", "Partnarrng", "Part-EL", "Part-TL", "MOC", "MOC-EL", "MOC-TL", "Overview of progress", and "Reference sheet".

# Product information template

- Template developed - includes a minimum level of information on specified elements including:
  1. **What does this service offer me?** Characteristics of this service
  2. **Who will have access to my data?** Privacy, security, transparency
  3. **What is the likelihood of benefit or harm** if used as recommended?
  4. **Is the service easy to use** and am I likely to keep using it?
  5. **How is the service funded** and what is their business model?
  6. **Who can I contact with questions or concerns about this service?**
- Guide for Providers to accompany the template

# Consultation

- 11 location-based online forums
- 4 webinars
- Online survey: [safetyandquality.gov.au/dmhs](https://safetyandquality.gov.au/dmhs)
  - Language and terminology
  - Structure
  - Gaps or duplication
  - Introduction
  - Standards – intent/language/terminology/actions/application/other comments
  - Glossary
  - Resources
- Pilot testing

# Next steps

- Consultation concludes on 8 May 2020
- NSQDMH Standards to be provided to the Department of Health by 30 June 2020
- Next steps under active consideration including development of an independent assessment scheme and a register of DMHS and governance and monitoring
- Communication strategy – website/conference presentations promoting the NSQDMH Standards

**Questions?**

# Clinical and Technical Governance Standard

Governance, leadership and culture	Safety and quality systems	Workforce qualifications and skills	Safe environment for the delivery of care
Governance, leadership and culture	Legislation, regulations, policies and procedures	Safety and quality training	Safe environment
Organisational leadership	Measurement and quality improvement	Performance management	Privacy
Clinical and technical leadership	Risk management	Qualified workforce	Transparency
	Incident management systems and open disclosure	Safety and quality roles and responsibilities	Costs and advertising
	Feedback and complaints management		Security and stability
	Diversity and high-risk groups		Continuity and updates
	Healthcare records		



# Clinical and Technical Governance Standard

Actions of particular note:

- Clinical and technical governance frameworks
- Ethics in setting priorities
- My Health Record
- Terms and conditions
- Minimise abuse and exploitation and protect dignity; minimise risk to children and young people
- Privacy policy and privacy impact assessment for each DMHS
- Transparent use of data - consent to data use, opt out, access, amend and delete data
- Direct costs and estimated data usage and in-product sales or advertising
- Information security management system
- Updates and patches
- Continuity, backup and recovery
- Changes or interruptions

# Partnering with Consumers Standard

Partnering with service users in their own care	Health and digital literacy	Partnering with service users in design and governance
Healthcare rights and informed consent	Communication that supports effective partnerships	Partnerships in governance, planning, design, measurement and evaluation
Planning care		Usability
		Accessibility

# Partnering with Consumers Standard

Actions of particular note:

- Charter of Healthcare Rights
- Informed consent and substitute decision making
- Communication tailored to diversity
- Partnerships with consumers and carers and service users
- Optimise usability – function; cultural safety; user feedback, experience and satisfaction; user outcomes
- Minimise barriers to use
- Compatible with assistive technologies and meet standards for web applications

# Model of Care Standard

Establishing the model of care	Delivering the model of care	Minimising harm	Effective communication	Recognising and responding to acute deterioration
Designing the model of care	Delivering the model of care	Screening of risk	Correct identification	Recognising acute deterioration
Evidence based model of care		Preventing and managing self-harm and suicide	Communication of critical information	Escalating care
Information for service users			Transfer of care	Responding to acute deterioration

# Model of Care Standard

Actions of particular note:

- Clear purpose and intended target users
- Monitor performance and effectiveness
- Accountability for model of care
- Best available evidence
- Product information
- Overall accountability for care of service users
- Goals of care and actions for treatment
- Transfer of care consistent with the model of care
- Indigenous identification
- Authentication
- Anonymity

# What are the key issues for you today?

- Take a few minutes to reflect on the presentation and the key issues you want to discuss today
- Enter these into Slido if you haven't already

[www.slido.com](https://www.slido.com)

**#BRISBANE**

# Discussion of key topics

# Final comments

- Enter other feedback into Slido – open for 48 hrs
- Complete the survey at [www.safetyandquality.gov.au/dmhs](http://www.safetyandquality.gov.au/dmhs)
- Contact the project team at [dmhs@safetyandquality.gov.au](mailto:dmhs@safetyandquality.gov.au)
- Share the details with your networks and colleagues

[www.slido.com](http://www.slido.com)

#BRISBANE





[www.safetyandquality.gov.au/DMHS](http://www.safetyandquality.gov.au/DMHS)



[DMHS@safetyandquality.gov.au](mailto:DMHS@safetyandquality.gov.au)

**AUSTRALIAN COMMISSION**  
ON **SAFETY** AND **QUALITY** IN HEALTH CARE

