

## KEY ACTIONS for health service organisations

# Fact sheet 4: Rating scale for assessment

## AHSSQA Scheme

### 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.

### Process for rating actions met with recommendations

In their reports to the health service organisation and the Commission on assessment outcomes, assessors are to provide a clear and concise explanation of the following for all actions rated met with recommendations:

- The minor part of the action that have not been fully met
- The specific service or location in the service the rating applies to
- Requirements for the action to be fully met.

All actions awarded or retaining the rating of met with recommendations are to be reviewed by assessors at the next onsite assessment. This will include review of the specific service area, process or location responsible for the met with recommendations being awarded.

Where mandatory reassessment occurs, there should be demonstrated progress on actions that were rated *met with recommendations*. These actions will be rated as *met*, or where full implementation is not finalised, can retain a *met with recommendation* rating. These actions will be assessed at the next onsite assessment.

An organisation cannot be awarded met with recommendations for the same action, for the same reason, in the same location for two consecutive assessment cycles. Should this occur, the action is to be rated not met.

All met with recommendations ratings will be reviewed by the Commission to ensure the rating is being applied appropriately and consistently.

### Process for rating actions not met

At the summation meeting following an initial assessment, assessors are to specify an actions they have rated not met and provide an explanation for the rating.



A summary report on the initial assessment, including a list of not met actions, is to be provided to the health service organisation within five business days. This report should include a written explanation for all not met ratings.

Not met actions at the initial assessment, may be rated met, met with recommendations or not met following the final assessment.

At the summation meeting following the final assessment, assessors are to specify any actions that are rated not met or met with recommendations and provide an explanation for the rating.

Health service organisations with a large number of not met actions may be required to undertake a repeat assessment. Refer to Fact Sheet 3 - Repeat assessment of health service organisations for more information.

## Rating scale

Whenever the NSQHS Standards (2nd ed.) are assessed, actions are to be rated using the revised rating scale outline below:

Rating	Description
Met	All requirements are fully met.
Met with recommendations	<p>The requirements of an action are largely met across the health service organisation, with the exception of a minor part of the action in a specific service or location in the organisation, where the additional implementation is required.</p> <p>If there are no not met actions across the health service organisation, actions rated met with recommendations will be assessed during the next assessment cycle. Met with recommendations may not be awarded at two consecutive assessments where the recommendation is made about the same service or location and the same action. In this case an action should be rated not met.</p> <p>In circumstances where one or more actions are rated not met, the actions rated met with recommendations at initial assessment will be reassessed at the final assessment. If the action is not fully met at the final assessment, it can remain met with recommendations and reassessed during the next assessment cycle. If the organisation is fully compliant with the requirements of the action, the action can be rated as met.</p>
Not met	Part or all of the requirements of the action have not been met.
Not applicable	<p>The action is not relevant in the service context being assessed.</p> <p>The Commission's advisory relating to not applicable actions for the health sector need to be taken into consideration when awarding a not applicable rating and assessors must confirm the action is not relevant in the service context during the assessment visit.</p>
Not assessed	Actions that are not part of the current assessment process and therefore not reviewed.

## Questions?

For more information, please visit: [safetyandquality.gov.au/nsqhs-standards](https://safetyandquality.gov.au/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