



Implementing the Comprehensive Care Standard

Share your story

About this form

The Australian Commission on Safety and Quality in Health Care (the Commission) is seeking real-world case studies from health service organisations to share experiences of implementing the Comprehensive Care Standard (the Standard) from the National Safety and Quality in Health Service (NSQHS) Standards.

The aim is to share stories so that other organisations can be inspired and adapt approaches you are using to support their improvement journey. Stories can be about things you have done well for a long time or changes, no matter how big or small, that have led to better patient experiences and outcomes. Your story can be about a specific project or something else that the organisation does well or changed to align with the Standard.

About the submission process

Health service organisations may submit stories by completing and submitting [this template](#).

Further information may be sought from you and your organisation. If suitable, your submission may be published on the Commission's website to help other health service organisations improve implementation of the Standard.

It is important that you seek permission from your health service organisation before making your submission. Please complete the 'Permission to publish' section of this form.

The Commission will review submissions once per month and contact the people listed in this template to confirm relevant details. If the submission is accepted, the Commission will:

- Notify the contact person for the organisation and discuss any required additional information, changes or provide feedback about non-acceptance
- Confirm 'Permission to publish' section has been completed
- Upload a summary of the initiative on the Commission's website, sorted by criterion and tagged to help others find your story on the comprehensive care web pages
- Include contact details for the organisation so that other health service organisations may make contact to discuss the initiative in more detail.

Please fill in the following template to submit your story via email to:
partneringwithconsumers@safetyandquality.gov.au

Submission details

Author's contact details

Name:

Position:

Phone:

Email:

About your organisation

Name of organisation:

State:

Assessment date (date assessed as having met the NSQHS Standards [second edition]):

Describe your organisation (e.g. type of service, size, public or private, location, number of admissions per year, number of staff, number of volunteers (if applicable), population served, services provided):

Case study tags (select as many as apply)

- | | |
|--|---|
| Aboriginal and Torres Strait Islander health | Health conditions, diseases and treatments |
| Accreditation | Health literacy |
| Aged care | Healthcare rights |
| Antimicrobial use and stewardship | Healthcare variation |
| Blood management | Hospital reporting |
| Clinical care standards | Hospital-acquired complications |
| Clinical trials | Infection prevention control and healthcare-associated infections |
| Cognitive impairment | Measures and indicators |
| Communicating for Safety | Medication safety |
| Comprehensive Care | Mental health |
| Corporate | My Health Record |
| Disability | NSQHS Standards (second edition) |
| e-Health (digital health) | Open disclosure |
| End-of-life care | Partnering with consumers |
| Falls | Person-centred health care |
| General practice | Primary care |
| Governance | Recognising and responding to deterioration. |
| Hand hygiene | |

Your story — the case study

What does comprehensive care delivery mean for your organisation and what's working well?

You may like to include:

- Information about your organisation, service philosophy, mission or vision
- What creative solutions have been employed? Include examples of policies, programs, tools or strategies
- How some of the key features of comprehensive care were addressed.

If you changed something to meet the Comprehensive Care Standard, describe the gap and change achieved

You may like to include:

- What NSQHS Standards Actions or Criterion you were working on
- A description of the gap identified in your organisation
- Information about the aim of the change
- A brief description of the how the change was achieved
- The main outcomes of the change.

If you changed something to meet the Comprehensive Care Standard, describe the challenges

You may like to include:

- Information about barriers or difficulties and other challenges
- Information about how you overcame the challenges.

If you changed something to meet the Comprehensive Care Standard, describe the lessons learned, for sharing with others, if others wanted to do something similar

You may like to include:

- What would you do differently?
- How could other organisations learn from yours?
- What were the most important factors for success?

What was the impact on consumers, clinicians and/or management staff?

Check with your patients, carers, families, clinicians and/or management team about their experience of the change or action you have implemented and the impact of the change on them.

Any additional information or attachments?

Please include any data, graphs, feedback or other evidence, as separate files, to this submission. For any graphs or figures, please provide explanations below.

Author's confirmation and acknowledgement

I confirm and acknowledge that the information provided in this template is complete and correct at the time of submission and I agree:

That an appropriate delegate of my organisation has signed the 'Permission to publish' section

That all relevant contact details have been provided

That my organisation is a health service organisations and has been assessed to the NSQHS Standards (second edition) and met the actions addressed in the story on initial assessment

The Commission may discuss and share the content with internal reviewers to for the selection process.

Author's electronic signature

Type out your full legal name to confirm and acknowledge the above:

Date:

Permission to publish

This section must be signed by an appropriate delegate of your organisation.

The Commission requests your consent to publish the case study and photography materials. This may include (but is not limited to) the Commission's website, Twitter, LinkedIn and other publications. Your participation is voluntary.

Delegate's contact details

Name:

Position:

Name of organisation (if applicable):

Phone:

Email:

Permission

Permission is given:

On behalf of the organisation above

As an individual only

I give permission for case study material(s) to be used by/for the Commission to develop case study material(s) for publishing on the Commission's website, Twitter, LinkedIn and other publications.

Delegate's electronic signature

Type out your full legal name to confirm and acknowledge the above:

Date:

Privacy notice

The Commission treats all personally identifiable information in accordance with the Australian Privacy Principles and the Commission's Privacy Policy. This policy is available from the Commission's website at www.safetyandquality.gov.au.