

FACT SHEET
for patients and
consumers

Introduction to the National Safety and Quality Primary and Community Healthcare Standards

What are the Standards?

The National Safety and Quality Primary and Community Healthcare Standards (the Standards) describe the processes and structures that are needed in healthcare services to help keep people safe and improve the quality of health care they receive.

When a healthcare service fully implements the Standards, it gives the community confidence that safety and quality are addressed no matter where a person accesses health care.

Launched in October 2021, the Standards were developed by the Australian Commission on Safety and Quality in Health Care (the Commission) in consultation with many other people including consumers, healthcare providers, government agencies and industry experts.

What do the Standards mean for me?

When a healthcare service implements the Standards, you can be assured that:

- You are accessing a healthcare service that is committed to providing safe and high-quality health care
- The healthcare service is committed to continuously improving what they do
- Everyone in the healthcare service is accountable to you for the delivery of safe, effective and high-quality health care.

What is a primary or community healthcare service?

They are services that deliver health care to people in a primary and/or community setting, usually close to where they live and work.

Primary and community healthcare services provide a range of services that address the prevention, treatment and management of illness and injury, and the preservation of physical and mental wellbeing.

How will I know if my healthcare service is using the Standards?

From mid-2022, healthcare services will be able to become accredited to the Standards. This means they will be independently assessed on their evidence of implementation and awarded accreditation if they are compliant.

Look out for an accreditation certificate or accreditation badge at the healthcare service or on their website. You can also ask the healthcare service if they are accredited.

In the meantime, you can use the Consumer Outcome Statements in this fact sheet or in the Standards as a guide to help you know what to look for in a safe and high-quality healthcare service.

Find out more

For more information, visit safetyandquality.gov.au/pchs or contact the **Safety and Quality Advice Centre**

Email: AdviceCentre@safetyandquality.gov.au

Telephone: 1800 304 056

Consumer Outcome Statements

The Consumer Outcome Statements in the Standards describe what a person can expect from a healthcare service implementing the different elements of the Standards. Together, they describe what all safe, high-quality healthcare services share.



Clinical Governance Standard

I am confident the healthcare service is well run and that I will receive safe, high-quality health care

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| Governance, leadership and culture | The healthcare service is high-quality and continuously makes improvements. |
| Patient safety and quality systems | I know the health care I receive is well organised and my feedback will be heard and dealt with. |
| Clinical performance and effectiveness | I get the healthcare services that I need from people who are qualified to provide my health care. |
| Safe environment for the delivery of care | I feel safe and comfortable accessing health care. |



Partnering with Consumers Standard

I am a partner in my own health care and my opinion is valued in designing and delivering health care

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| Clinical governance and quality improvement systems to support partnering with consumers | I am supported to be a partner in my own health care. |
| Partnering with patients in their own care | I can choose how I partner in my health care. |
| Health literacy | I am given the information I need, in a way I can understand to support me in making decisions about my health care. |
| Partnering with consumers in service design | My opinion matters in the development, delivery and review of healthcare services. |



Clinical Safety Standard

The clinical care I receive is safe and of high quality

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| Clinical governance and quality improvement to support clinical safety | The risks I face with accessing health care are known and actively managed. |
| Preventing and controlling infection | My risk of getting or spreading an infection is assessed and minimised. |
| Medication safety | My risk from medicine-related events are assessed and minimised. I am supported to understand and make decisions about my medicines. |
| Comprehensive care | My health care is safe, of high-quality and is tailored to meet my needs and preferences. |
| Communicating for safety | My healthcare providers communicate with each other about my health care, so I receive the health care I need. |
| Recognising and responding to serious deterioration and minimising harm | If my health deteriorates, I know I will receive the care I need in a timely way. |