

FACT SHEET
for accrediting agencies
and healthcare services

Using PICMoRS for quality improvement and assessment preparation

What is PICMoRS?

PICMoRS is a mnemonic for a methodology that was designed to provide structure when assessing implementation of national safety and quality standards. It stands for:

PICMoRS

| | |
|-----------|------------------------|
| P | Process |
| I | Improvement |
| C | Consumer participation |
| Mo | Monitoring |
| R | Reporting |
| S | Systems |

The PICMoRS methodology can be applied to the assessment of a healthcare service to the National Safety and Quality Primary and Community Healthcare Standards (Primary and Community Healthcare Standards). It helps assessors conduct a thorough evaluation of the safety and quality systems in place.

Why do you need to know about PICMoRS?

PICMoRS can be used as a tool to help prepare for on-site, virtual and when short-notice assessments are required.

Reflecting on, or asking members of the workforce, questions against each of the six elements described in PICMoRS can help identify gaps and areas for improvement. This ensures what is happening in practice aligns with specified policies and protocols, and that strategies for quality improvement are being implemented.

Information about assessments, rules and policies relating to accreditation are available on the Commission's [website](#).

How do you use PICMoRS?

Select a process or system linked to an action in the Primary and Community Healthcare Standards. Reflect on questions about the six PICMoRS elements to help identify strengths and weaknesses of safety and quality systems and where improvement is needed. Where there is more than one person in a healthcare service, other members of the workforce may be asked.

Members of the workforce are not expected to know the answers to all questions, however they would be expected to know the information that is relevant to their role in that process or system.

PICMoRS – Process

When evaluating a particular process, it is important to ensure that members of the workforce:

- Are aware of the process
- Understand the elements of the process
- Know what their role and responsibilities are as well as the roles of others involved
- Know where to find information about the process.

Examples of questions you could ask:

- How does this process work in the healthcare service?
- Is the process documented? How do you access this information?
- Who is responsible for the different parts of the process?
- How do you know the process is being used?
- Are there places or times when this process is not used? Why?
- Are there specific qualifications required to be able to carry out the process?
- Are you confident the information on this process is up to date and accurate?
- Can I see evidence of practice?

PICMoRS – Improvement

In order to implement change, it is important for members of the workforce to be aware of, and participate in, quality improvement strategies, and for results and recommendations to be reported. It is important to ensure members of the workforce:

- Identify and priorities areas for change
- Participate in making changes that are required
- Receive information on updates and changes made to the process
- Participate in evaluating the effectiveness of changes.

Examples of questions you could ask:

- How did you determine if changes are needed?
- Has the process been reviewed? If so, when?
- Were there issues that led to the change?
- How would you get to know if changes were made?
- Who is responsible for making the changes?
- Have the changes been fully implemented?
- How do you know if the change has been effective?

PICMoRS – Consumers

Consumers are at the centre of the Primary and Community Standards. Consumers are partners in their own care and partners in the planning, design, monitoring and evaluation of healthcare services. Assessments review how effectively patients, carers, families and consumers are incorporated and supported in these processes.

Examples of questions you could ask:

- How are consumers informed about or involved in designing, improving or evaluating the process?
- How do you provide consumers with feedback on this process?
- What reports do you provide to consumers on the outcomes of this process?
- Do you collect feedback from consumers on this process? How?

PICMoRS – Monitoring

It is important to check that implemented processes are monitored to:

- Identify areas of under and high-performance
- Prioritise areas for improvement
- Measure changes over time
- Evaluate the effectiveness of changes that are introduced.

Examples of questions you could ask:

- How is this process monitored? Where is this documented?
- How would you know if the process is not being used or not working?
- Can you describe what prompted the process to be changed?

PICMoRS – Reporting

In certain circumstances, systems should be in place to ensure that reporting on processes occurs to those involved, which may include:

- The individual with accountability (for example, owner of service or Board)
- Management (if different to owner)
- The workforce
- Consumers
- The community
- Other healthcare services.

Examples of questions you could ask:

- Where is information on the process reported?
- Where is this documented?
- How often does this occur?
- Does the information go to the consumers, workforce or management?
- Do you get feedback on information that you report?

PICMoRS – Systems

The Systems element of PICMoRS is a test of clinical governance. It tests whether information learnt from one process is used to inform and guide other processes. For example, seeking patients' views should inform service design and lead to improved patient experiences when receiving health care. It may influence training of the workforce, or result in changes to policy or risk rating in the practice.

Examples of questions you could ask:

- Is the information from this process or system used to inform other processes, such as training or quality improvement?
- Does the information from any other process or system influence how you use or change this process?
- Where is this documented?

Questions?

For more information, please visit:

safetyandquality.gov.au/pchs.

You can also email the Safety and Quality Advice Centre at AdviceCentre@safetyandquality.gov.au or call 1800 304 056.