

Safety in Health Care web tool

A new *Safety in Health Care* web tool was released on 31 July 2024, providing everyone with access to a single national public reporting system.



Access the tool: safetyinhealthcare.gov.au

Why is the web tool important?

The web tool will increase transparency of the health system, stimulate safety and quality improvement, and hold health service providers accountable to the public for the care they deliver, encouraging a robust safety culture and strong clinical governance.

The tool is designed to monitor the fundamentals of safety and quality by reporting on a selection of key indicators which, when viewed together, provide a high-level picture of the care provided by a hospital.

Currently, information reported to the public on quality healthcare and patient safety in Australia is limited and inconsistent. Reporting standards and measures differ across states and territories and the private and public sectors, making it difficult for the public to access and understand this information.

What safety and quality information is currently on the web tool?

The tool will initially go live with three safety and quality indicators:

- Assessment to the National Safety and Quality Health Service (NSQHS) Standards
- Hand hygiene compliance
- Rates of golden staph bloodstream infection (also known as *Staphylococcus aureus* bloodstream infection or SABS¹).

These three indicators are sourced from already publicly available national databases. The tool also features information on how public reporting works, how Australia monitors safety and quality in health care, and links to further information and support materials for consumers.

Over time, the Commission will add further indicators. This expansion will occur in phases, after the indicators are specified and refined and as data becomes available.

How often is the data updated?

New information will be added to the website as it becomes available.

- NSQHS Standards assessment outcomes will be updated monthly to include results for hospitals that have completed an assessment in the previous month

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- Hand hygiene compliance data will be added three times a year, following the audit periods
- Data for golden staph bloodstream infection (SABSI) rates will be added annually

Why is there data missing for a hospital?

There may be several reasons why data is missing for an individual hospital, including:

- No data is available or published for the hospital
- Data is not displayed where the calculation is considered to not be statistically reliable, and reporting the data may undermine privacy and confidentiality
- Data is reported under a different hospital or facility

How was this tool developed?

This web tool was developed by the Commission with input from a wide range of people connected to the hospital sector, including health professionals and consumers.

The agreed objectives of the web tool were to:

- Promote greater accountability from the hospital sector in relation to safety and quality
- Drive improvements in safety and quality across both public and private hospitals
- Provide access to information that would enable consumers to make more informed decisions about their care

Technical health data experts, clinical experts and consumer advocates worked together to identify the 'indicators' that best measure and describe how hospitals are meeting the fundamentals of safety and quality. The design of the tool has been user tested by consumers, hospital administrators and healthcare providers.

The web tool has been developed with a user-friendly design, aligned with the 'look and feel' of other Commission consumer resources including the [My Health Care Rights - Australian Charter of Healthcare Rights](#).

Where does the data from this tool come from?

Public reporting relies on timely, reliable, and comprehensive information. All data presented on the web tool is sourced from national datasets, which have been checked and validated for accuracy. Data is updated when new data is made available in the relevant data sources, which can vary from monthly through to yearly.

For safety and quality information to be meaningful, it must be presented in the context of what other similar organisations are achieving. National 'benchmarks' are included in the data where relevant. Including benchmarks in the data means you can see where a hospital is doing well, and where improvements need to be made.

How do I seek further information about a hospital result?

Contact your hospital to discuss a result and to find out about safety and quality strategies being undertaken at a local level.

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What is the Australian Commission on Safety and Quality in Health Care?

In 2006, the Council of Australian Governments established the Australian Commission on Safety and Quality in Health Care (the Commission) to lead and coordinate national improvements in the safety and quality of health care.

The Commission's purpose is to contribute to better health outcomes and experiences for all patients and consumers, and improve value and sustainability in the health system. Within this overarching purpose, the Commission aims to ensure people are kept safe when they receive health care and that they receive the health care they should.

Is the Commission an independent body?

Yes. The Commission commenced as an independent statutory authority on 1 July 2011, funded jointly by the Australian Government and by state and territory governments. The Commission's role, functions and responsibilities are governed by the National Health Reform Act 2011.

The Commission is a corporate Commonwealth entity and part of the Health portfolio of the Australian Government. As such, it is accountable to the Australian Parliament and the Minister for Health and Aged Care, the Hon. Mark Butler MP.

Who leads the work of the Commission?

Conjoint Professor Anne Duggan was appointed Chief Executive Officer (CEO) in March 2023, in recognition of her breadth of knowledge and leadership experience across a range of healthcare settings. You can read more about [Professor Duggan here](#).

The Commission's Board governs the organisation and is responsible for the proper and efficient performance of its functions. Board members are appointed by the Australian Government Minister for Health and Aged Care, in consultation with all state and territory health ministers. You can read more about the Board [here](#).

The Commission's Board is assisted in its work by a number of Committees including the Inter-Jurisdictional Committee, Primary Care Committee, Private Hospital Sector Committee and Audit and Risk Committee. You can read more about these [advisory committees here](#).

More information can be found: safetyinhealthcare.gov.au/about-this-tool

For more information or if you have questions, please contact the project team at: PSRP@safetyandquality.gov.au

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