

SAFETY. QUALITY. EVERY PERSON. EVERYWHERE. EVERY TIME.

1. Patient safety

A health system that is designed to ensure that patients and consumers are kept safe from preventable harm

Success looks like:

- NSQHS Standards implemented in acute care, community and primary care, and mental health settings
- Implementation of NSQHS Standards leads to improved outcomes for patients and consumers, including a decrease in healthcare associated infections, adverse medication events, episodes of preventable deterioration, falls, and incidents of seclusion and restraint
- Improved recognition and care of people with dementia and delirium
- National surveillance systems established for antimicrobial resistance and antibiotic usage
- Framework for action on patient safety improvement in primary care agreed



2. Partnering with patients, consumers and communities

A health system where patients, consumers and members of the community participate with health professionals as partners in all aspects of health care

Success looks like:

- Patient rights are respected and partnerships in care are encouraged
- Health services partner with patients and consumers in governance
- Patients, carers and consumers are provided with easy-to-understand and evidence-based information about health and health care
- Coordinated action is taken to address health literacy
- Open disclosure processes are implemented in all healthcare settings
- Care for people at the end of life meets the needs of patients, families and carers



3. Quality, cost and value

A health system that provides the right care, minimises waste, and optimises value and productivity

Success looks like:

- National information about healthcare variation is available from Australian Atlases of Variation
- Reduced unwarranted variation for selected conditions and procedures
- Increased use of clinical care standards, clinical guidelines and shared decision-making tools to enhance appropriateness and increase the value of healthcare delivery
- Tools are available for health professionals, patients and consumers to support appropriate care
- Health professionals, patients and carers collectively use decision support tools
- Increased proportion of the population report that they share decisions with health professionals



4. Supporting health professionals to provide safe and high-quality care

A health system that supports safe clinical practice by having robust and sustainable improvement systems

Success looks like:

- Integrated systems of governance exist to support health professionals, measure and improve safety and quality locally and actively manage patient safety and quality risks
- Health professionals have access to guidance and tools that support safe clinical practice
- Safety and quality are considered as important aspects of undergraduate and postgraduate curricula for health professionals
- Patient safety incidents are recognised, reported and analysed, and this information contributes to system improvement
- Safe and effective e-health systems are in place that support improved coordination of care and better outcomes for patients



The Australian Commission on Safety and Quality in Health Care leads and coordinates national improvements in the safety and quality of health care based on best available evidence. The Commission works in partnership with patients, consumers, clinicians, managers, policy makers and health care organisations to achieve a sustainable, safe and high-quality health system.

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1

PATIENT SAFETY

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2

PARTNERING WITH PATIENTS, CONSUMERS AND COMMUNITIES

A health system where patients, consumers and members of the community participate with health professionals as partners in all aspects of health care



3

QUALITY, COST AND VALUE

A health system that provides the right care, minimises waste, and optimises value and productivity



4

SUPPORTING HEALTH PROFESSIONALS TO PROVIDE SAFE AND HIGH-QUALITY CARE

A health system that supports safe clinical practice by having robust and sustainable improvement systems



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