

Please note that the following document was created by the former Australian Council for Safety and Quality in Health Care. The former Council ceased its activities on 31 December 2005 and the Australian Commission for Safety and Quality in Health Care assumed responsibility for many of the former Council's documents and initiatives. Therefore contact details for the former Council listed within the attached document are no longer valid.

The Australian Commission on Safety and Quality in Health Care can be contacted through its website at <http://www.safetyandquality.gov.au/> or by email [mail@safetyandquality.gov.au](mailto:mail@safetyandquality.gov.au)

Note that the following document is copyright, details of which are provided on the next page.

The Australian Commission for Safety and Quality in Health Care was established in January 2006. It does not print, nor make available printed copies of, former Council publications. It does, however, encourage not for profit reproduction of former Council documents available on its website.

Apart from not for profit reproduction, and any other use as permitted under the *Copyright Act 1968*, no part of former Council documents may be reproduced by any process without prior written permission from the Commonwealth available from the Department of Communications, Information Technology and the Arts. Requests and enquiries concerning reproduction and rights should be addressed to the Commonwealth Copyright Administration, Intellectual Copyright Branch, Department of Communications, Information Technology and the Arts, GPO Box 2154, Canberra ACT 2601 or posted at <http://www.dcita.gov.au/cca>



## National Patient Safety Education Framework (Framework)

### Q. What is the Framework?

- A. The Framework is a flexible and accessible document that sets out the knowledge, skills, behaviours and attitudes that all health workers need to provide the safest possible care to patients. The final draft is available on Council's website [www.safetyandquality.org](http://www.safetyandquality.org), and from August, the final Framework will also be available in hard copy and CD-Rom.

### Q. Who is it for?

- A. Anyone involved in the health care industry, including clinicians, administrative staff, support staff, managers and educators.

### Q. What are its key features?

- A. The Framework provides a 'one stop' document which clearly defines patient safety competencies and:
- is designed for **all** health care workers;
  - is patient centred and inclusive of the consumer perspective;
  - is simple, flexible and accessible;
  - has progressive levels of knowledge, skills and behaviours;
  - describes workplace performance; and
  - represents identifiable best practice.

### Q. What does it aim to do?

- A. The Framework has three aims:
1. To identify the key skills, knowledge, behaviours and attitudes related to patient safety for all health care workers;
  2. To provide a simple, flexible framework that will act as a benchmark for training, education and assessing health care workers in patient safety; and
  3. To help ensure all workers in the health system are competent and supported in adopting a patient-centred approach to their work.

### Q. How was the Framework built?

- A. Council commissioned the Centre for Innovation in Professional Health Education at the University of Sydney to develop the Framework. It involved a rigorous review of current literature, best practice and experience in the patient safety area. This was followed by general and focussed consultation with stakeholders across Australia, and pilot testing the draft at multiple national sites. Local and international experts provided expert validation, and the result is a document reflecting best practice, national and international safety expertise and a consumer perspective.

### Q. Who can use it?

- A. The Framework can be used by anyone including health professionals and workers; employers; professional colleges and associations; accrediting bodies; workplace training providers; education and training providers and tertiary institutions.

### Q. Does it apply to all who work in health care?

- A. The Framework has been designed to meet the education and training needs of all levels of health care workers. It has been presented in a format with Levels One through to Four as follows:

- **Level One** (Foundation), represents the basic, underlying knowledge, skills and behaviours required for **all** workers. This level applies to everyone including personal care workers, volunteers, transport, catering, cleaning and reception staff;
- **Level Two** caters for all clinicians (for example ambulance officers, nurses, resident medical officers and allied health workers) and clinical managers (for example nurse unit managers, catering managers, registrars, allied health managers, department heads and senior clinicians);
- **Level Three** details additional skills and knowledge that may be required for senior clinicians and clinical leaders/managers listed above; and
- **Level Four** (Organisational) has information for clinical and administrative leaders, for example CEOs, board members, directors of services and senior health department staff.

**Q. Are managers and leaders of organisations included?**

**A.** Yes, the needs of managers and organisational leaders are met through Level Four of the Learning topics within the Framework.

**Q. What can it be used for?**

**A.** The Framework has many uses, for example:

- Reviewing competencies in existing programs and identifying gaps;
- Developing new education and training programs;
- Developing modules for work place learning;
- Developing curricula;
- Reviewing and developing job descriptions and performance criteria;
- Developing professional and organisational accreditation standards; and
- Facilitating self assessment and professional development.

**Q. How is it structured?**

**A.** There are seven learning areas comprising twenty two learning topics. These learning areas reflect the essential issues for patient safety, and the Framework outlines the knowledge, skills, and behaviours for each Level of worker for these learning areas.

**Q. What are these learning areas?**

**A.** The seven learning areas are:

- communicating effectively;
- using evidence and information;
- adverse events and near misses;
- working safely;
- being ethical;
- continuous learning and teaching; and
- specific issues (medicating safely and preventing wrong patient, site and procedure).

**Q. How is the Council promoting the use of the Framework?**

**A.** A project is underway to incorporate the Framework into the Vocational Educational and Training sector where worker's needs are met with work based training packages, and Council is currently investigating options to implement it into the university undergraduate sector. It is also available for anyone who wants to use it.

**Q. Do other countries have similar Frameworks?**

**A.** No, this is a world first product, and has sparked significant interest in other countries keen to develop a similar resource.

**Q. Where can I find more information?**

**A.** More information on the National Patient Safety Education Framework and the work of the Council can be found at [www.safetyandquality.org](http://www.safetyandquality.org).