

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

Public consultation on patient safety and quality improvement in primary care

Be part of the Australian Commission on Safety and Quality in Health Care's primary care program by telling us how we can support safety and quality in primary care.

Together with primary health care partners and consumers, the Commission is looking to develop nationally consistent strategies, tools and resources to support improvements in the safety and quality of care provided in primary care settings.

Safety and quality in health care

Although most health care in Australia is associated with good clinical outcomes, patients do not always receive the care that is recommended, and adverse events continue to occur across the Australian healthcare system.¹

Safe, high-quality care requires the vigilance and cooperation of the whole healthcare workforce. Health service organisations can reduce the risk of patient harm and preventable adverse events by implementing a rigorous safety and quality framework. It also supports the provision of appropriate care based on the best available evidence.

Strategies to support patient safety and quality improvement in primary care

The World Health Organization has led a global call for action on patient safety and quality improvement in primary care settings.

A range of programs and projects have been implemented in primary care services to improve the safety and quality of care for patients. However, they are not currently coordinated or consistent across primary care services in Australia.

There are many possible strategies to support patient safety and quality improvement in primary care; some fall within the remit of the Commission, while others are the domain of professional bodies, quality improvement organisations and individuals.

Tell us what you think

The Commission is seeking your feedback on some safety and quality improvement strategies and other strategies you would like to see implemented.

These are outlined in our [consultation paper](#). Section 7 of the consultation paper outlines a number of questions to guide your response. You can answer all, some or provide your feedback in a format that suits you.

Feedback can be provided by post or email. You can also provide verbal feedback by contacting the Commission to arrange a time for interview.

Further information about the consultation process is available on the [Commission's website](#).

¹ Australian Commission on Safety and Quality in Health Care. Windows into Safety and Quality in Health Care 2010. Sydney: ACSQHC; 2010

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Who we are

The Commission's role is to lead and coordinate national improvements in the safety and quality of health care. The Commission works in partnership with the Australian Government, state and territory governments and the private and primary care sectors to achieve a safe and high-quality, sustainable health system. In doing so, the Commission also works closely with patients, carers, clinicians, managers, policymakers and healthcare organisations.

What we do

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality.