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AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE

PATIENT-CENTRED CARE

At their meeting on 4 August 2011 Health Ministers noted the *Patient Centred Care: Improving quality and safety through partnerships with patients and consumers* discussion paper, which provides practical examples, tools, tips and resources that can be used by Australian healthcare organisations to re-orient their systems to a more patient-centred approach.

The final version of the paper was released at the beginning of August following revisions made to reflect some of the key issues and concerns identified by stakeholders during the consultation process which ran from September 2010 until January 2011.

The Commission received 69 submissions from a varied range of healthcare professions, organisations, consumers, colleges, researchers and government agencies.

Feedback from stakeholders was supportive of both the content of the paper and for the work the Commission is undertaking in this area. There was a range of suggestions for modifications to the paper and the Commission has endeavoured to include as much of the feedback as possible in the final version of the paper.

The Commission will now discuss the findings of the paper with a range of stakeholders. These discussions will be used to inform the Commission's program of work in this area.

If you are interested in receiving a copy of the final paper please contact the Commission at: mail@safetyandquality.gov.au

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Please feel free to forward this newsletter to others who may be interested in Commission activities. If this newsletter was forwarded to you by someone else and you would like to receive future issues directly, please contact Amy Winter at the Australian Commission on Safety and Quality in Health Care: (02) 9126 3605 or amy.winter@safetyandquality.gov.au. If you do not wish to receive future issues please let us know.



ACCREDITATION UPDATE



Accreditation promotes safe patient care and continuous quality improvement of health service organisations through a process of regular assessment and review.

The transition phase for the National Safety and Quality Health Service (NSQHS) Standards is expected to run for approximately 18 months, while the Commission works with jurisdictions, accrediting agencies and health service providers as they progressively start to implement the NSQHS Standards. During this time, health services will be able to choose to be accredited under their current system or under a system using the NSQHS Standards.

It is expected that full implementation of the NSQHS Standards will occur by 1 January 2013, at which point accreditation of all hospitals and day procedure services will then include an assessment against the NSQHS Standards.

The ten NSQHS Standards have been specifically developed as part of the Commission's development of a new model of health service Accreditation, to systematically drive the implementation and use of safety and quality systems and improve the quality of health service provision across Australia. They focus on areas that are essential to improving patient safety and quality of care and include:

- Governance for Safety and Quality in Health Service Organisations
- Partnering with Consumers
- Preventing and Controlling Healthcare Associated Infections
- Medication Safety
- Patient Identification and Procedure Matching
- Clinical Handover
- Blood and Blood Products
- Preventing and Managing Pressure Injuries
- Recognising and Responding to Clinical Deterioration in Acute Health Care
- Preventing Falls and Harm from Falls

Developed in consultation and collaboration with jurisdictions, technical experts and a wide range of stakeholders, including health professionals and consumers, the NSQHS Standards provide a nationally consistent statement of the level of care consumers should be able to expect from health services.

Under the new arrangements, health services such as hospitals and day surgeries will be accredited against the NSQHS Standards. Other health services may choose to use the NSQHS Standards as part of their internal quality systems.

The Commission is currently developing a set of Guides to support health services implement the NSQHS Standards. These guides will shortly be piloted with health services and released for public consultation.

For more information and to download the ten NSQHS Standards please visit the Commission's web site at: www.safetyandquality.gov.au

WORKING WITH THE NATIONAL E-HEALTH TRANSITION AUTHORITY

The Commission and the National e-Health Transition Authority (NEHTA) have now renewed their Memorandum of Understanding (MoU) until June 2012. The MoU continues the commitment of both national agencies to collaborate on safety and quality improvement projects with regards to e-health. NEHTA and the Commission have already worked together to produce a guideline for safe implementation of electronic medication management (EMM) systems in hospitals and a self evaluation toolkit for healthcare facilities implementing electronic discharge summaries (EDS), both of which can be found on our web site www.safetyandquality.gov.au.

NEHTA and the Commission are now collaborating on infection control and jointly working with laboratory and informatics communities on the development and specification of standards for best practice lab requesting and reporting in microbiology. The aim is to enhance both clinical management and surveillance of healthcare associated infections. In addition, the Commission and NEHTA have established a contract to develop costed technical options for Clinical Quality Registries, in response to a decision by Health Ministers that the Commission draft national arrangements in this area.

REVIEW OF THE NATIONAL OPEN DISCLOSURE STANDARD

A review of the Open Disclosure Standard (the Standard) has commenced. The Standard defines open disclosure as the open discussion of incidents that result in unintended outcomes during the provision of health care.

Australian Health Ministers endorsed the national Open Disclosure Standard for implementation in Australian health services in 2003. Since then a considerable amount of research and documented experience has taken place in Australia and overseas. The review is intended to ensure that the Standard reflects that experience and supports implementation of open disclosure across Australian health services. .

The aims of the review are to develop a revised national open disclosure policy document that:

- Incorporates the latest evidence and research into open disclosure;
- Builds on Australian experience of implementing and practising open disclosure; and
- Meets the needs of patients, families and carers and of healthcare professionals, facilities and services in relation to open disclosure.

The first step will be development of a discussion paper for detailed consultation with all stakeholders and jurisdictions. The outcome of this consultation will inform the development of the revised national policy document and supporting materials. It is expected that the discussion paper will be available in October 2011.

For more information on the review of the Standard please visit our web site: www.safetyandquality.gov.au

ANTIMICROBIAL STEWARDSHIP IN AUSTRALIAN HOSPITALS

At their meeting on 4 August 2011 Health Ministers noted the Commission publication Antimicrobial Stewardship in Australian Hospitals.

The book was launched in April 2011 as part of a national action to combat antibiotic resistance in Australia. It has been developed by the Commission as an evidence-based tool for Australian hospitals to improve antimicrobial use through organised antimicrobial management programs or antimicrobial stewardship (AMS).

Over the last 40 years, the prevalence of multi-drug resistant bacterial pathogens such as methicillin-resistant *Staphylococcus aureus* (MRSA) has risen alarmingly. However, AMS programs have been shown to improve antimicrobial prescribing and reduce antibiotic resistance rates, morbidity, mortality and costs.

This book is one of several initiatives within the Commission's Healthcare Associated Infection (HAI) program, designed to provide clinicians and health administrators with evidence for the use of specific quality improvement and patient safety activities to reduce preventable HAI.

An electronic version of the book is available via our web site: www.safetyandquality.gov.au

INFORMATION STRATEGY UPDATE

The Information Strategy team of the Commission is working with the Australian Institute of Health and Welfare and the University of Western Sydney to finalise the specification of core, hospital-based outcome indicators. The product from this work will enable states, territories and private hospital groups to generate outcome indicators locally and feed them back routinely to individual hospitals in a timely manner.

In addition, the team is working with primary health care experts in the development of a suite of practice-level indicators to support local quality improvement projects and programs. This indicator set will be finalised by the end of 2011.



RESOURCE CENTRE FOR VENOUS THROMBOEMBOLISM PREVENTION

The Commission in collaboration with the National Health and Medical Research Council (NHMRC) has released a new online Venous Thromboembolism (VTE) Prevention Resource Centre for use by health services across Australia.

The Resource Centre provides a range of materials to assist doctors, nurses, pharmacists and allied health professionals working in hospitals on what can be done to reduce the risk of blood clots.

Resources available include:

- A clinician-friendly summary of the NHMRC VTE Prevention guideline
- Information for patients on how to reduce their risk of blood clots
- A ready-to-use VTE Prevention policy template for Australian hospitals including examples from some Australian hospitals to help integrate the latest guideline recommendations into routine care.
- An interactive e-learning module on prescribing VTE prophylaxis for clinicians.
- A step-by-step guide on how to implement the VTE Prevention guideline in Australian hospitals and measure improvements.

For more information and access to the online VTE Prevention Resource Centre visit our web site www.safetyandquality.gov.au.

MEDICATION SAFETY UPDATE

The sixth Medication Safety Update is now available from the Commission web site. It provides information on the Commission's Medication Safety Program including:

- National Inpatient Medication Chart 2011 National Audit
- National Tall Man Lettering
- Psychiatric National Inpatient Medication Chart
- Electronic Medication Management Systems: A Guide to Safe Implementation
- National Round Table on Safer Naming, Labelling and Packaging of Medicines

The Medication Safety Update can be found on our web site: www.safetyandquality.gov.au

