The Commission Frequently Asked Questions

1. **What is the role of the Commission?**

   The Commission will provide national coordination of accreditation processes using the NSQHS Standards, by:
   - Developing and maintaining the NSQHS Standards
   - Advising Health Ministers on the scope of accreditation i.e. which health services should be accredited
   - Approving accrediting agencies to assess against the NSQHS Standards
   - Liaising with regulators on opportunities to improve the NSQHS Standards and accreditation system
   - Reporting to Health Ministers annually on safety and quality.

2. **How is the Commission supporting the implementation of the NSQHS Standards?**

   The Commission has developed a series of Safety and Quality Improvement Guides and Accreditation Workbooks to support health practitioners implement the improvements required by the NSQHS Standards and to assist in the management of accreditation processes. The Commission has also produced fact sheets, PowerPoint presentations and a range of other resources for each of the ten NSQHS Standards.

   The Commission has established an Advice Centre as a national source of advice, support and, if required, mediation between health service organisations and surveyors during the survey. Support will be provided by telephone and email.

   Additional supports will be provided by the Commission to health services undertaking accreditation during 2013, including establishing networks of similar health service organisations to provide regular telephone contact, resources, support and expert information as they prepare for accreditation.

   The Commission is also developing, with health services, accrediting agencies and health departments, strategies that can be implemented to support small rural health services undertaking accreditation.

   There are a range of reports, guidelines and evidence based tools that address the specific clinical areas of patient care in the NSQHS Standards. These resources can be found on the Commission’s website under the following program areas:

   - Patient and Consumer Centred Care
   - Healthcare Associated Infection
   - Medication Safety
   - Clinical Handover
   - Patient Identification
   - Recognising and Responding to Clinical Deterioration