

# Manager - 2020 Accreditation Checklist

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## SAFE means that ...

- Your area is free from slip or trip hazards, dust and clutter and precaution signage is used as appropriate
- Your staff know their responsibilities in a MET call/code blue
- Your staff have completed all mandatory and area specific training that is required
- Your staff have annual Influenza vaccination or have completed a declaration form
- Staff are made aware of infection rates and hand hygiene results
- You have processes in place to inform staff about adverse events, near misses and patient feedback and share lessons
- You are involved in in-depth case reviews, support staff to be involved and actively promote action from learnings
- Your staff always confirm 3 points of patient identification before procedures, medication administration, handover or patient transfers
- Your staff know their emergency procedures
- Your staff know how to report a clinical or non-clinical incident (Riskman)
- Your staff are engaged in 'Point of Care' auditing and the results and improvement activities triggered from identified gaps.
- All new, bank or agency staff receive **orientation** to the unit. New staff attend corporate **induction**.
- Your staff wear appropriate uniform and name badge is visible at all times
- The equipment in your area is in good working order, stored correctly and checked in line with audit/checking schedule
- All medications are **stored as per legislative requirements** including monitoring of fridge temperatures and alarms
- Your staff know what to do in the event of an exposure injury (**needle stick injury/ eye splash**)

## TIMELY means that...

- Your staff include patients / carers and families in handover, so that information is available when needed, i.e., bedside communication boards
- Your staff actively escalate a patients physiological and/or mental deterioration in the time frame defined by the patients need.
- Your support services staff (PSA/theatre techs) if required received training on safe and appropriate storage and transporting of blood and blood products?
- Your staff attend ward team meetings or huddles and you communicate relevant information, i.e- clinical incidents, audit results, patient feedback, risks related to staff/patient/equipment
- You comply with the 'Daily Operating Rhythm' procedure accessible on PROMPT
- Information about quality, safety, patient experience and quality improvement projects are available and displayed
- Discharge summaries are completed and sent to GPs within 48 hours

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- Your patients/carers are provided with information they understand prior to discharge (verbal and written)
- There is a shared understanding between health professionals of all disciplines and the patient / carer so that critical information is readily available in a timely manner and at point of care

## EFFECTIVE means that...

- You and your staff know about and attend staff forums eg: Transforming Patient Care, Views and News and Resourcing Excellence
- My staff have had an Annual **Give Me Five** performance Discussion in the last 12 months
- Scope of practice details for relevant staff are readily available where applicable
- You and your staff know how to activate and respond to an emergency and/or evacuation
- Your staff know how to report a clinical or non-clinical incident using RISKMAN
- You communicate with your staff regularly about what is going on in the organisation including any meeting updates, audit results, patient complaints, risk management and recent incidents.
- You and your staff know how to access patient information and updated procedures and guidelines
- Handover is provided for every change of clinician and patient transfer, and concludes with a clear ongoing treatment plan for the patient and transfer of accountability
- Do you and your staff know, if relevant, to document patients goals of care in their care plan and reassess daily
- Your staff know what risk and screening tools are required for completion on admission of every patient
- Scheduled audits are completed and staff are aware of and engaged in improvement activities undertaken
- Your staff know the correct segregation of waste and all of your bins have the correct signage

## PERSON-CENTRED means that...

- You introduce yourself and state your role to the patient/carer in your care “hello, my name is”
- Your staff understand the importance of patients being involved in decisions and planning about current and future care.
- Where in use your staff update patient bedside communication boards every shift in consultation with the patient/carer, if relevant
- Your staff include patients / carers and families in handover if appropriate
- Information about quality, safety, patient experience and quality improvement projects is available/displayed for patients, families, carers and staff to access.
- You ensure patient/carer information brochures are clearly visible and accessible on the ward
- Patients and staff are aware of patient **Rights and Responsibilities**. Brochures are available at point of care. Staff know how to access brochures in languages other than English as required.
- Your staff know how to access interpreters and brochures in languages other than English as required

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- Your staff are aware of the “If You’re Worried, Talk to Us” service and information is available for patients/family/carers
- You and your staff are aware of the feedback process and can advise a patient/carer how to lodge feedback formally if required
- Your staff know about Consumer Advisors and volunteers at Monash Health, and what their role is
- Patient’s needs are met for our **diverse community** including Aboriginal community, aged, youth, LGBTI – Lesbian, Gay, Bisexual, Trans gender or Intersex (including dietary, interpreter, cultural needs) and patients with special needs including the elderly and those with a disability
- You and your staff are aware of Monash Health strategies in addressing the needs of Aboriginal and Torres Strait Islander people

For further information, please contact Rachel Vogelsang at [Rachel.vogelsang@monashhealth.org](mailto:Rachel.vogelsang@monashhealth.org)  
Quality Manager Standards, Audits, PROMPT

Further resources are available at:

[http://intranet.southernhealth.org.au/quality/Quality%20Unit/Quality%20Standards/Accreditation\\_National\\_Standards\\_page.html](http://intranet.southernhealth.org.au/quality/Quality%20Unit/Quality%20Standards/Accreditation_National_Standards_page.html)