

# Non-Clinical Staff - 2020 Accreditation Checklist

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## SAFE means that ...

- You know how your role contributes to safe care
- Your work area is free from slip or trip hazards, dust and clutter
- You are aware of how to activate and respond to an emergency, disaster management and/or evacuation
- You know the requirements for Hand Hygiene
- Hazardous material is stored securely and safely in your area
- You know when and why you need to wear personal protective clothing
- You have had orientation to the unit you are working in and attended corporate induction
- You know how to report a clinical, non-clinical or OH&S incident (RISKMAN)
- You are confident to notify nursing staff if you see a patient fall or require assistance.
- You have had an annual Influenza vaccination or completed a form to decline
- You have completed Mandatory Training, including any required training relevant for your role and attend in service sessions relevant to support your role
- If you are required to transport blood and blood products you have received training on safe and appropriate storage and transporting of blood products

## TIMELY means that...

- You are aware of audit results and improvement activities related to your work and contribute to improvements
- Progress of improvement activities are regularly discussed
- You support processes to ensure timely care / transfer / delivery of amenities or services to patients / families and carers
- You are aware of, and adhere to, patient identification using 3 identifiers
- You are aware of handover and any associated documentation to adhere to if you are involved in patient transfers/bed moves
- Ward clerks/Admission staff only: You ensure patient details are up to date and reviewed each admission

## EFFECTIVE means that...

- You've had a **Give Me Five** performance discussion with your manager in the last 12 months
- You attend relevant unit meetings and ensure information is communicated back to the relevant workforce
- Your area's Quality Improvement Activities and Improvement Plans are displayed and discussed
  - If asked, you can provide two examples of local improvements

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- You received orientation to the local area and attended orientation when you started
- You know how to access and comply with policies and procedures relevant to your role

## PERSON-CENTRED means that...

- You know how your role contributes to patient / consumer experience
- You introduce yourself to a patient you are providing care/services/treatment to whenever you interact with them 'Hello my name is...'
- You are aware of **Patient information** which has been reviewed by consumers, available in different languages, are evidence-based, up-to-date and on the intranet [Patient Information site](#).
- You are aware of recent patient experience results (VHES surveys)
- You respect diversity in the Monash Health's community and respond in a culturally appropriate way
- You know how to respond when clients, carers or visitors provide feedback
- You are aware of Monash Health's strategies in addressing the needs of Aboriginal and Torres Strait Islander people
- Patient /carer personal information is not visible when not in use and only accessed if required in your duty of care

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)