

Accreditation Planning

Employee Forum | Tue, 20th April

National Standards Accreditation – 7 weeks to go

- Our Accreditation assessment is scheduled for 7 – 11 June, 2021
 - One week, 20 assessors, visits to main hospitals, mental health units and some community sites to assess against the 8 national standards
 - 60-70% observational, meeting key stakeholders and talking to employees, reviewing processes and documentation
 - Talking to patients and families - consumer involvement
- Key Messages
 - Accreditation is a positive process – it's an opportunity to showcase the work we do, it's business as usual
 - Everyone can be involved, it doesn't matter what your job/title is, if you work at Monash Health then you play a part in every patients journey.
 - Talk about your space, you work there daily (feedback, incidents, audits, projects)
 - Don't forget to put together a 'brag' list (org-wide and your department)
 - EMR
 - COVID-19 response (all the extraordinary work over the last 12+ months)
 - COVID-19 vaccination program



National Safety and Quality Health Service (NSQHS) Standards



Clinical Governance



Partnering with Consumers



Preventing and Controlling Healthcare-Associated Infection



Medication Safety



Comprehensive Care



Communicating for Safety



Blood Management



Recognising and Responding to Acute Deterioration



Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6	Standard 7	Standard 8
 Clinical Governance	 Partnering with Consumers*	 Preventing & Controlling Healthcare-Associated Infection	 Medication Safety	 Comprehensive Care	 Communicating for Safety	 Blood Management	 Recognising & Responding to acute deterioration

Why is this a priority?

Governance ensures we can demonstrate our services and care are high quality i.e. consumer* centred, safe, effective, timely, efficient and equitable and are continuously improved.

There are mutually beneficial outcomes of having:

- consumers as partners in planning, design, delivery, measurement and evaluation of systems and services,
- consumers* as partners in their own care, to the extent that they choose.

To ensure good health outcomes and reduce the risk of preventable harm to consumers* from hospital acquired infections.

To ensure good health outcomes and reduce the risk of preventable harm to consumers* from medication errors.

To ensure good health outcomes and reduce the risk of preventable harm to consumers* from pressure injuries, falls, poor nutrition, cognitive impairment, unpredictable behaviours and restrictive practices.

Timely, purpose-driven and effective communication and documentation supports continuous, coordinated and safe care for consumers*.

To ensure good health outcomes and reduce the risk of preventable harm to consumers* from poor patient blood management.

To ensure good outcomes and reduce the risk of preventable harm to consumers* from a poor response to deterioration.

How do we do it?

Align our work to the Clinical Governance Framework.

Involve consumers* in all aspects of care and in the improvement of our services.

Hand hygiene
Aseptic technique
Know your immunisation status

Follow the six rights of medication safety when prescribing, dispensing and administering medicines.

Work in partnership with consumers* by identifying & managing their risks & following their care preferences.

Use three approved patient identifiers.
Discuss, document and escalate critical information.
Use a structured communication tool e.g. ISBAR

Optimise and conserve a patient's own blood.
Ensure the right blood product is administered to the right patient for the right reason in the right amount and at the right time.

Ensure that an acute change in a person's physiological, cognition and mental state is recognised promptly, and appropriate action is taken.

How can we improve?

Evaluate services and care and document improvement activities.

Complete mandatory and targeted training and an annual performance appraisal.

Listen to our consumers and use feedback to improve their experience.

Evaluate infection rates
Act on your Infection Prevention Risk Assessment.

Ensure the fridge monitoring procedure is followed.

Analyse themes from medication incidents to inform improvement work.

Check risk assessments are completed, strategies are implemented, and care is documented.

Monitor consent for administration of blood products
and
provide consumers* with information on blood products to help them

Monitor consent for administration of blood and blood products and provide consumers with information on blood products to help them make safe choices.

Know the signs of delirium and how to prevent and manage.

Check that escalation procedures are followed.

Since our first employee forum six weeks ago.....

- Heard about accreditation
- Checked out the accreditation website
- Completed your mandatory and targeted training
- Performance appraisal in last 12 months
- Assessor questions – clinical and non-clinical
- Checklists – Medical checklist has been updated
- Key message poster – displayed
- Brag list being developed



Since our first employee forum six weeks ago.....

- Accreditation Planning forums and webinars (38)
- Quality Partner ward/department visits
- Patient Experience Team – ward visits this week
- Evidence collation for assessors nearing completion
- Ongoing communications and resources rolled out



Local area preparation next 6 weeks

- Mandatory and targeted training – show data >90%, show PPE training
- Employee health - immunisation and vaccination program
- Ensure your Welcome to Ward Boards, Quality Boards, Journey Boards and New Ideas Boards are all current and up-to-date
- **Learn about Consumer Advisors** – brochure on the website, committee members, review patient information, documents, review data – this is extremely valued
- **Patient journey** – demonstrate in EMR, flow from ED/home to discharge, care plans and risk assessments, documentation
- Patient communication boards – correct information, updated daily with patient
- Know your data – incidents, complaints, audit results
- Quality Improvement Plan – up to date, employees know what's on it



Local area preparation next 6 weeks

- Ward governance meetings/Program quality meetings – minutes/agendas available if asked, discuss data – incidents, feedback – invite assessors to meeting
- Patient information – know how to access, give to patients
- Ensure your performance appraisals are up to date
- Involve the patient and consumer in all you do, e.g. shared decision making, document goals in care plans
- Cleaning schedules in place
- Check medication is stored correctly
- Posters - family escalation of care, complaints, rights and responsibilities brochure
- OH&S – inspections up to date, declutter areas



Local area preparation next 6 weeks

- PROMPT access to procedures and guidelines, ensure you have access
- Referral management – know how to refer patients for further care
- Discharge planning – involve patients and families
- Goals of Care and Alerts documented – where do you find these
- Surveys/feedback - results
- Maintain a safe environment – OVA strategy
- Collect relevant evidence for each standard (electronically), if required
- Managers, discuss accreditation with your team – all disciplines clinical and non-clinical, include Medical Officers
- Finish your brag list –with your teams
- Look out for new EMR Comprehensive Care' QRGs



Things to look out for...

- Meal delivery times
 - Hand gel on trolleys
 - Correct meal for correct patient
- Patient identification - all transfers of care, medication administration
- Handovers – consistent across wards, assessors will watch and listen
- Linen – storage and transporting
- 5 moments hand hygiene audit results need to align with our practice
- Staff awareness of consumer advisory role at Monash Health
- WOWs – no clutter, clean between patients, medication draws
- Patients involved in their care – all inpatients have a care plan, GOC, alerts
- Medication storage, fridge temp checks
- Documentation in EMR – consistent, completed



Employee accreditation website

- Our employee accreditation website:
 - The latest accreditation news and updates
 - Upcoming and past events
 - Planning and preparation resources
 - National Standards information
- Easily accessible via the intranet homepage
- The site can be accessed at home, work, or on your device
- The site is updated regularly with news, events and resources



Visit: accreditation.monashhealth.org/