

Accreditation preparation

Employee Forum, Tuesday 27 July

National Standards Accreditation – 7 weeks away

Accreditation week: 13 – 17 September, 2021

Today's focus: learning from Jessie Macphersons assessment

- Positive outcomes
- Suggestions for improvement

- Local preparation – keeping it simple
- Reminders about high-risk areas



JMPH – Positive experience

- Welcoming presentation followed by an overview of EMR which set the scene.

EMR

- The EMR does facilitate comprehensive care and assessors could see how the various disciplines interacted.
- Medication management is well supported in the EMR.
- Data and reports utilised from the EMR is a very exciting space for improving patient outcomes in the future.

COVID-19

- COVID-19 response and how the workforce and our Models of Care changed and adapted to meet patients' needs - extremely commendable.
- Vaccination data including fluvax.

Cleaning processes

- use of microfiber cloths and separate cloths for different cleaning areas.
 - Schedules checked.
 - UV marking audits - very good.
- Huddles and handovers sharing critical information – multidisciplinary approach
 - Point of care audits and PROMPT great systems
 - Monash Health support for MET Calls and Infection Prevention is evident and excellent
 - Patients journey from ED and theatre to JMPH was observed



JMPH – suggested improvements

Clinical handover

- Allied Health huddles to be conducted with patients at the bedside.
- Ensuring the patient is involved in bedside handover if appropriate.
- Ensuring Workstation on Wheels (WOWs) are not a barrier between employees and patients during handover as this doesn't facilitate patient-centred care.

Journey/Communication boards at the bedside

- Positioning of boards in patient rooms to be reviewed to ensure patients can see the boards easily.

Front entrance staff checking temperatures and asking visitors questions

- Could have maps/directions for visitors as have become concierge staff as well as COVID-19 screening staff.

Hand Hygiene audit results

- Especially wanted to see medical officers data.



Local area preparation next 7 weeks

- Ensure your Welcome to Ward Boards, Quality Boards, Journey Boards and New Ideas Boards are all current and up-to-date
- Mandatory and targeted training – maintain excellent work
- Performance appraisals up to date
- PROMPT access to procedures and guidelines, ensure you have access
- **Documentation** – in all systems
- Patient communication boards – correct information, updated daily with patient
- Quality Improvement Plan – do you know what's on it?
- Do you know your areas data?
 - Feedback
 - Audit results
 - Incidents



Local area preparation next 7 weeks

- **Patient information**
 - Are consumers receiving information about their care? - Ward Clerks invaluable in this space
- **Check posters**
 - Are they current and relevant to your space?
 - Does the information assist staff and consumers?
- **Involve the patient/carer/family in their care**
 - Document in care plans
- **Referral management**
 - Know how to refer patients for further care
- **Discharge planning**
 - Start at beginning of stay and involve patients/families
 - Document



Local area preparation next 7 weeks

- **Safe environment**
 - Code grey process, security support
 - Hazard reporting
 - OVA strategy and risk assessments
 - OH&S inspections

- **Review resources on accreditation website**
 - Assessor questions
 - Checklists
 - Comprehensive care QRGs all disciplines
 - Brag list



Activities to keep an eye on...

- **Patient identification checks**

- Meal delivery times
- Prior to medication administration
- Transfers of care e.g. PSA's transporting patients to x-ray

- **Handovers**

- Assessors looking for consistency and use of ISBAR no printed in-house handover reports

- **Hand hygiene**

- Assessors will look for audit results aligning with practice
- 5 moments – all staff including Medical Officers

- **Cultural needs - Aboriginal & Torres Strait Islander actions**

- Identification, training, Welcoming space, Aboriginal liaison Officer (ALO) access

- **Linen**

- Storage and transporting



Activities to keep an eye on.....

- Cleaning equipment between patients – WOWs, Vitals monitors, dressing trolleys
- WOWs – no clutter, medication draws locked
- Cleaning schedules
- Goals of Care completion
- Blood transfusions – consent, patient informed – assessors will stop if they see a blood transfusion in progress
- Medication storage and disposable , fridge temperature checks
- Documentation
 - Care plans
 - Risk assessments
 - Orders
 - Notes
 - Document the care you have given.



Employee accreditation website

- Employee accreditation website:
 - The latest accreditation news and updates
 - 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/

Newsletters



Accreditation
Bulletin

17 Jun Accreditation Bulletin: 17 June
Posted at 10:32h in [Accreditation](#), [Accreditation Bulletin](#), [Latest news](#) by [Brendan Sitters](#)



Quality Care: No. 17, June 2021

Welcome to the 17th edition of Quality Care, a monthly update with important information for all clinicians.

This newsletter contains important issues which we want you to discuss at your unit, ward and team meetings. Are the things we raise relevant to your area? How will you address them? Please make time to discuss Quality Care at your Ward Governance meetings, at your huddles, and please pin a copy on the noticeboard and add it into your communications book.

