

Accreditation Planning

Manager Briefing | Wednesday, 25 August

National Standards Accreditation – 18 days to go

Accreditation week 13 – 17 Sept, 2021

- Hybrid model
 - Combination of on-site assessors and virtual assessors
 - iPads will be used for virtual assessors facilitated by guides/walkers
 - Attend the ward as per timetable
- Timetables
 - Timetables will be distributed as soon as finalised
- Other health services hybrid experience
 - Virtual assessor worked quite well, smoother than first thought.
 - Assessors asked questions and asked to be taken to boards for viewing and if handover occurring to be close enough to hear handover.

Key Messages

- Business as usual – showcase and brag
- Be involved - 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



Next 3 weeks.....

Meet up with your employees, walk around your department to check:

- Equipment stored correctly – not in corridors or corners
- Emergency exits and fire hoses are accessible
- Workplace inspections up to date
- Stock put away, clinical stock stored correctly
- Cleaning schedules – environment and equipment (WOWs, obs monitors, dressing trolleys)
- Is your environment safe for consumers and employees?
- Linen – is it stored correctly, skips aren't overflowing, no piles in patient rooms

Data, Feedback, Results

- Do you know your audit results?
- Latest Monash Health Experience Survey results or similar?
- Riskman know your incidents, what is the highest risk in your area?
- Infection control risk assessments – completed and action plan in place
- Compliments and complaints – how are these managed
- Is data discussed at relevant meetings and learnings shared , do minutes show the discussions



Next 3 weeks...

Documentation

- All disciplines need to document the care given – tells the patients journey
- Ensure all patient risk assessments are consistently completed
- All patients have a care plan with documented goals discussed with patient to ensure delivery of optimal care and shared decision making
- Discharge planning commences early and discharge summaries completed
- Medications administered
- If its not documented how do we know the care was delivered – keep yourself and the patient safe.

Infection Control

- Linen skips stored correctly, transported correctly, not overflowing
- Cleaning schedules – environmental and equipment
- Bare below the elbows – garments not to be worn below the elbows for optimal hand hygiene
- no artificial nails if you have direct contact with patients
- 5 Moments – please read the Hand Hygiene procedure to refresh your memory
- Hand gel available
- Employee health – vaccination program are you informed



Next 3 weeks.....

Patient Information

- How to access and find if asked
- What do you give to patients and families to inform them about their care?
- Do you seek help if an interpreter is required?
- Walk around all areas, take down old and out-of-date information, clean up your area.

Check out the accreditation website

- Assessor questions – clinical and non-clinical
- Checklists – managers, clinical, non-clinical and doctors
- Key message poster and continual improvement wheel displayed for your area
- Comprehensive Care EMR QRGs – medical, nursing and midwifery, pharmacy, allied health and administration
- Current brochures and posters displayed

BRAG LIST!



Next 3 weeks.....

Quality Boards, Welcome Boards, OHS Boards, New Ideas Boards

- Update data and information on boards
- Discuss with staff as a group content
- Ask questions if you are not sure

Quality Improvements Plans –QIPs

- Have you seen it?
- Can you talk about the content?
- What improvements have you been involved in?

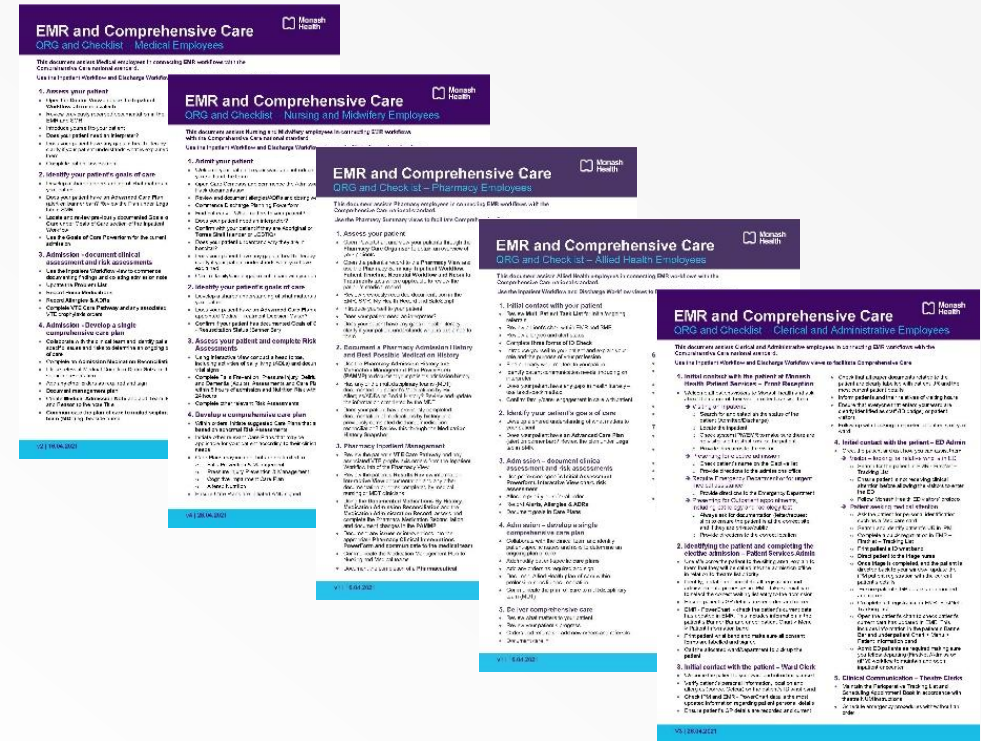
Mandatory and Targeted Training

- Have you checked yours is up to date? If unsure check your Latte dashboard or ask your manager
- Basic Life Support and Infection Control training including PPE please complete if relevant to you
- Give me Five or Performance appraisal completed



New EMR and Comprehensive Care QRGs

- Quick Reference Guides (QRGs) to help you connect and demonstrate how the EMR facilitates comprehensive care.
- Created for medical, nursing and midwifery, pharmacy, allied health and administrative employees.
- Available via the employee resources page of our accreditation website



Accreditation Checklists!

Accreditation Checklist Doctors



Safe means that...

- You know how to report a clinical, non-clinical or OH&S incident (PROMAN)
- You know how to find a policy, procedure or guideline (PROMPT)
- You follow the 5 moments of hand hygiene
- Your registration and any other credentials are current and your mandatory and targeted training is up to date
- You know about the Antimicrobial Stewardship program
- You know how to access appropriate medicines information in clinical areas
- You use 3 patient identifiers prior to any invasive procedures or treatments
- You report and check patients allergies, ADPs and clinical alerts
- You complete VTE risk assessments and document

Timely means that...

- You involve the patient / family / carer in the planning of care
- Reassessment and changes to complete are communicated and documented in a timely manner
- You document Chief complaint/diagnosis in the medical record each encounter
- You know about asking patients about their Goals of Care and documenting these within 24 hours of admission
- A list of current medicines including reasons for changes is available to the receiving clinician during clinical handover and on discharge

- You attend Morbidity and Mortality meetings and contribute to all hearings
- You have an annual influenza vaccination or complete a declaration
- You know what to do in the event of an injury (needle stick splash)
- Informed Consent is obtained, documented for invasive tests, blood administration, procedure surgery
- You are aware of Moorish Heat Occupational Violence and Aggravated Injury
- You are aware of the Clinical Management procedure
- You participate in Time Out pre commencement of invasive procedure

- Discharge summaries are complete in the time of discharge, or within 24 hours
- The patient/carer or family member is provided with, and understands discharge information (verbal / written) prior to discharge
- You know how to respond when patient's observation is critical
- There is an agreed process at clinical handover by medical staff every change of shift

For further information, please contact Rachel Hopwood at rachel.hopwood@moorshhealth.org, Quality Manager, Standards, Audit, Prompt 02.03

Accreditation Checklist Clinical Employees



Safe means that...

- You have had orientation to the unit you are working and attended corporate induction if required
- You know how to activate and respond to any emergency and/or evacuation
- You know where to find fire extinguishers and other emergency equipment in your area
- Your work and clinical areas is free from slip/trip hazards, dust and clutter
- You know how to find a policy, procedure or guideline on PROMPT
- You know how to report a clinical, non-clinical or OH&S incident (PROMAN)
- You practice the 5 moments of hand hygiene
- Personal Protective Equipment (PPE) is available, you know how to use it and applicable in appropriate situations
- You have an annual influenza vaccination or complete a form to decline
- You label medicinal medicines, fluids and lines according to national recommendations

Timely means that...

- You know where to locate and record critical information (e.g. alerts, allergies, Goals of Care) to allow for easy access by health professionals of all disciplines and the patient
- You know how to identify, communicate and escalate critical information or changes in a patient condition and escalate within the defined time frame
- You ensure changes in documentation to the patient's health status including death notification are done within the defined time frame
- Handover and associated documentation occurs when a patient is transferred between wards/units/services or sites

- You are aware of the Moorish Heat Blood Transfusion Incident alert information about blood transfusion, patient information brochures in language
- You know what, when and how to escalate a patient's physiological or both deterioration
- You know how to report an adverse reaction and report these when occur
- You use 3 patient identifiers pre handover, patient transfer, medication administration, procedures and documentation every time
- You are aware of risk screening (cognition, pressure injury etc) in placement interventions to keep patient safe
- You have completed Mandatory including BLS and any required per scope

- Reassessment and changes to care (including but not limited to functional risks, appointments, community services and medication) are communicated and documented in a timely manner
- Progress of improvement activities are regularly discussed
- Services that are required for the patient are planned, once communicated and recorded in the time frame that aligns with the patient's care/family needs

For further information, please contact Rachel Hopwood at rachel.hopwood@moorshhealth.org, Quality Manager, Standards, Audit, Prompt 02.03

Accreditation Checklist Non-Clinical Employees



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 - 5 moments
- Hazardous material is stored securely and safely in your area
- You know when and why you need to wear personal protective clothing (PPE)
- You have had orientation to the unit you are working in and attended corporate induction

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 medicines or services to patients / families and carers
- You are aware of, and adhere to, patient identification using 3 identifiers

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

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- You know how to report a clinical, non-clinical or OH&S incident (PROMAN)
- You are confident to notify your staff if you see a patient fall or a spillage
- You have had an annual influenza vaccination or completed a form to decline
- You have completed your mandatory and targeted training that is required
- If you are required to transport blood products you have received on safe and appropriate storage transporting of blood products
- You are up-to-date with your vet requirements
- You always check a patient's ID's before transferring a patient ID's

- You are aware of handover and associated documentation to as you are involved in patient transfers
- Ward check/admission staff will ensure patient details are up to reviewed each admission

- If asked, you can provide two local improvements
- You received orientation to the 3 and attended orientation when it is relevant to procedures relevant role

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Accreditation Checklist Managers



Safe means that...

- Your area is free from slip or trip hazards, dust and clutter and precaution signage is used as appropriate
- Your employees know their responsibilities in a MET (all-hazards blue)
- Your employees have completed all mandatory and targeted training that is required
- All new, bank or agency employees receive orientation to the unit. New employees attend corporate induction.
- Employees are made aware of infection rates and hand hygiene results
- You have processes in place to inform employees about adverse events, near misses and patient feedback and share lessons
- You are involved in high-risk case reviews, support employees to be involved and actively promote action from learnings
- Your employees always confirm 3 points of patient identification before procedures, medication administration, handover or patient transfers

Timely means that...

- Your employees include patients / carers and families in handover, so that information is available when needed, i.e. include communication boards
- Your employees actively escalate a patient's physiological and/or mental deterioration in the time frame defined by the patient's needs
- Your support services employees (PSA/ Haute Tech) if required received training on safe and appropriate storage and transporting of blood and blood products

- Your employees know their emergency procedures
- Your employees know how to report a clinical or non-clinical incident (PROMAN)
- Your employees are engaged in 'Plans of Care' auditing and the results and improvement activities triggered from identified gaps
- All new, bank or agency employees receive orientation to the unit. New employees attend corporate induction.
- Your employees 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 employees know what to do in the event of an exposure injury (needle stick, injury/eye splash)

For further information, please contact Rachel Hopwood at rachel.hopwood@moorshhealth.org, Quality Manager, Standards, Audit, Prompt 02.03.21 v3



Sample assessor questions

The image displays five overlapping sample assessor questionnaires from Monash Health, each with a yellow header and a white body. The questionnaires are:

- Assessor Sample Questions Doctors:** Includes questions like "When did you last perform your Basic Life Support Training?" and "Can you demonstrate how to access a procedure or guideline?"
- Assessor Sample Questions Clinicians:** Includes questions like "What are the biggest clinical risks for this area?" and "Please show me your local register of credentialed staff, i.e. SCAR, epidural and mandatory training."
- Assessor Sample Questions Environmental services assistant:** Includes questions like "When did you last perform your chemical handling training?" and "How do you report an incident or concern?"
- Assessor Sample Questions Food Services:** Includes questions like "When did you last perform your food handling training?" and "How can you access a procedure or guideline?"
- Assessor Sample Questions Food Services:** Includes questions like "When did you last perform your food handling training?" and "How do you report an incident or concern?"

Each questionnaire also features a footer with the Monash Health logo and the text "National Standards Accreditation".



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/