

Accreditation preparation

Employee Forum, Tuesday 31 August

National Standards Accreditation – 2 weeks away

Accreditation week: 13 – 17 September, 2021

Today's focus:

- Hybrid model
- Activities assessors will observe
- Working during accreditation week



Hybrid model

- **Hybrid assessments may be conducted in exceptional circumstances – the COVID-19 pandemic is considered exceptional circumstances!**
- A hybrid assessment is a model where part of an accreditation assessment team is on-site and part of an assessment team is present using virtual access/digital technology.
 - Minimum 10 on-site across main hospitals
 - 10 virtual for hospitals and community services
- **Technology used:**
 - WebEx
 - Tablets
 - SharePoint site (evidence collection/collation)
- **Quality unit will organise walkers/guides for virtual**
- **No F2F meetings if you are attending a WebEx meeting you will receive an invite Thurs/Fri prior to survey week**
- **Timetable will be distributed this week**



Activities assessors will observe...

- **Patient identification checks – 3 identifiers**
 - Meal delivery times
 - Prior to medication administration
 - Transfers of care e.g. PSA's transporting patients to x-ray
- **Handovers**
 - Assessors looking for consistency across wards and sites – use of ISBAR
 - Patient involvement if appropriate
 - Bedside communication boards
- **Hand hygiene**
 - 5 moments – all patient facing employees including Medical Officers
 - Assessors will look for audit results aligning with practice
- **Linen**
 - Storage and transporting
- **Cleaning**
 - Schedules in place and up to date
 - Cleaning equipment between patients – WOWs, Vitals monitors, dressing trolleys



Activities assessors will observe...

Information displayed

Welcome to Ward Boards, Quality Boards, Journey Boards are all up-to-date

Posters – escalation of care, Expect Respect posters in place

Signs, directions are visible

Patient Information

Are consumers receiving information about their care? Ward Clerks invaluable in this space

Your rights and responsibilities brochure available



Activities assessors will observe...

- **Blood transfusions**

- Consent
- Patient has received information
- Observations recorded

- **Medication management**

- Storage and disposable ,
- Fridge temperature checks and fridge contents

- **Documentation**

- Admission details – GP details, Aboriginal or Torres Strait Islander identification
- Care plans
- Risk assessments
- Orders
- Notes
- Goals of care completed
- Document the care you have given.



Working accreditation week

- Opportunity to show case Monash Health, proud of what we do and the care we all deliver.
- Business as usual, normal shift normal day
- Patients receive a notice on meal trays during the week to inform them of assessment in progress
- Patients are allowed to talk with Assessors if they consent and especially if they have a positive story to tell.
- Support your colleagues, walk and talk together
- Conduct a walk around beginning and end of each shift to check on clutter, linen, stores – deliveries that have arrived are put away appropriately

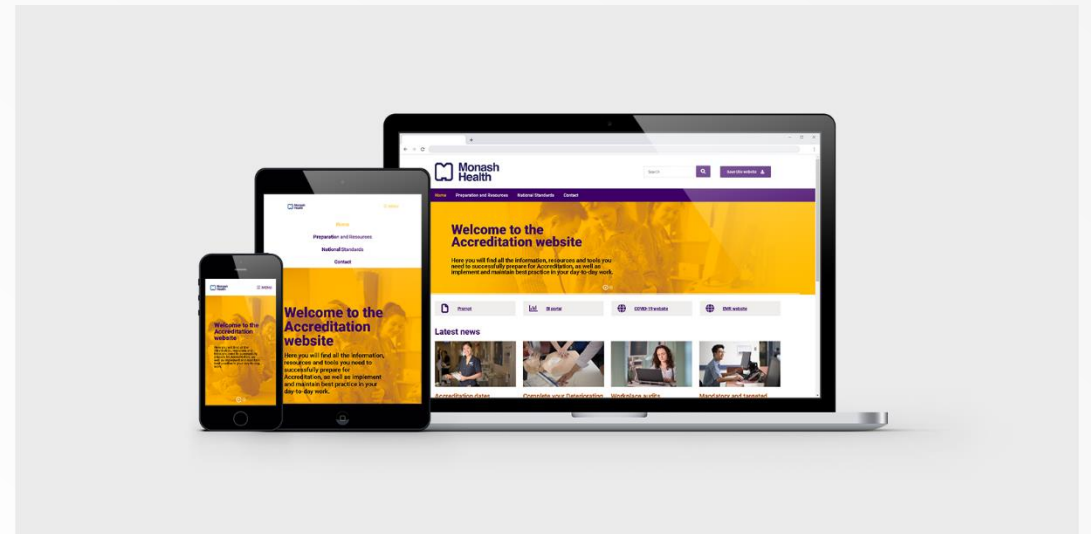
Contacts during the week

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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/

