

# Accreditation Update

Employee Forum | Tue, 7<sup>th</sup> June

# National Standards accreditation assessment

- **Monday 15 August – Friday 19 August 2022**
- **Less than 10 weeks / 70 days away**
- Continue getting Accreditation-ready with some of our helpful resources and guides:
  - Sample Assessor Questions
  - Accreditation Checklists
  - EMR and Comprehensive Care QRGs
  - Accreditation Bulletin
  - Accreditation website, and more!
- Read, download, print them out, discuss them with your teams and put them on your employee noticeboards



# Sample assessor questions and fact sheet

- Assessors are not there to test or trick you
- They genuinely want to know how you provide patients with safe, appropriate and effective care
- Talk about the great work you do!
- There is a fact sheet and area-specific Sample assessor questions available

## Speaking with assessors Fact sheet

Monash Health

**Example**

**Assessor question:**  
How do you manage patients who are at risk of falling?

<b>STRUCTURE</b>	<b>What do you have?</b> <ul style="list-style-type: none"><li>Falls prevention procedures</li><li>Falls risk assessment tool and prevention plan</li><li>Falls Committee</li><li>Multidisciplinary team involvement in prevention and planning</li></ul>	<ul style="list-style-type: none"><li>Equipment, e.g. low-low beds, hip protectors</li><li>Quality and Safety Performance Boards – flag falls in real time using safety crosses and provide trended data</li><li>Handovers</li></ul>
<b>PROCESS</b>	<b>What do you do?</b> <ul style="list-style-type: none"><li>Assess patients within 8 hours of admission using the falls risk assessment tool</li><li>Develop a plan based on the assessment e.g. high visibility room, low-low bed</li><li>Implement plan and reassess risk if the patient's condition changes</li></ul>	<ul style="list-style-type: none"><li>Implement plan and reassess risk according to level of risk and/or if patient's condition changes</li><li>Participate in post fall huddle – troubleshoot issues and reassess prevention strategies. Flag patient falls on safety cross and discuss at handover</li></ul>
<b>OUTCOMES</b>	<b>What have you achieved?</b> <ul style="list-style-type: none"><li>Falls rate in my ward is... (go to Quality Board to show)</li><li>Talk about improvement work</li></ul>	<ul style="list-style-type: none"><li>If falls rates are an issue in your area, be honest about it, but talk about the work that's going on to improve falls risk</li></ul>

For further information, please contact Rachel Vogelsang, Quality Manager Standards, Audits. Prompt: [Rachel.vogelsang@monashhealth.org](mailto:Rachel.vogelsang@monashhealth.org) 22.03.21 v4

## Speaking with assessors Fact sheet

Monash Health

**What to do if an assessor asks you a question**

- **Remember, assessors are not there to test or trick you.**  
They genuinely want to know how you provide patients with safe, appropriate and effective care.
- **Be calm and confident. Talk about the great work you do!**  
It's ok to mention challenges if you think it's warranted but also discuss the ongoing improvement work to address them.

**Answer using these 3 simple elements that support great care:**

<b>STRUCTURE</b>	<b>What do you have?</b> <p>What structures and systems are in place to help you provide safe and appropriate care?</p> <p>What skills and knowledge do you have that are relevant to the patients needs?</p>
<b>PROCESS</b>	<b>What do you do?</b> <p>What tools, techniques and work practices are in place to support you to deliver safe and appropriate care?</p> <p>How are these used?</p>
<b>OUTCOMES</b>	<b>What have you achieved?</b> <p>What achievements have been made?</p> <p>How do you know that patient care is safe, appropriate and effective?</p>

For further information, please contact Rachel Vogelsang, Quality Manager Standards, Audits. Prompt: [Rachel.vogelsang@monashhealth.org](mailto:Rachel.vogelsang@monashhealth.org) 22.03.21 v4



# Sample assessor questions – Clinicians

Area-specific ‘**Sample assessor questions**’ for clinicians and doctors.

## Assessor Sample Questions

Clinicians

v3 22

### Examples of questions clinicians could be asked during accreditation week...

- What are the biggest clinical risks for this area?
  - What are you doing to address these issues?
  - What strategies or improvements are underway to address these?
- What is the last audit that you undertook? (e.g. Point of Care, Infection Prevalence risk assessment)
  - What were the results?
  - What actions did you put in place?
  - Have the results improved?
- Please show me your local register of credentialed staff, i.e. SCAM, epidur and mandatory training. (Power BI, own register)
- Please show me your department's mandatory training data? (Power BI)
- Describe how you provide supervision for junior or new staff commencing roles? (e.g. first time in charge or first shift)
- Who are the vulnerable patient groups on your ward? How do you meet their differing needs? e.g. Aboriginal or Torres Strait Islander patient, patient with disability. (Referral process, AHLO, signage)
- Show CLO and Care Compass in EMR and select a patient. Ask the nurse to go through the patient's plan of care, i.e. risk assessments, care plans, any all medication, documentation, etc. Use CLO, CareCompass, ISBAR, MAR and summary (demonstration of patient's journey)
- How do you identify patients that need assistance? e.g. with mobilising, or food packaging (View 'general nursing care' band, Care Plans and asking: listening to patients/carers)
- Do you know how our patients provide feedback? Do you know how to fill (Monash Health experience survey on BI, VHES surveys, POC audits have 1 question, via Monash Health's website, thank you cards etc.)
- Can you give me some examples of improved patient outcomes and what achieved from providing safe and effective treatment? (reduction in transfusion-acquired infections due to improved compliance with hand hygiene improved patient satisfaction, improved discharge planning resulting in fewer readmissions)

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v3

## Assessor Sample Questions

Doctors

v2 22/04/2022

### Examples of questions doctors could be asked during accreditation week...

- When did you last perform your Basic Life Support Training?
- When did you last have a performance appraisal (Give me 5)?
- Can you demonstrate how to access a procedure or guideline?
- Do you know how to report a clinical, non-clinical or OH&S incident? (RiskMan)
- Do you know what to do if you think a patient needs immediate assistance?
- Do you know when you should wear PPE (personal protective equipment)?
- What is the process for credentialing at Monash Health?
- Can you tell me about the orientation you received to this role?
- Do you know how to access appropriate medicines information in clinical areas?
- When is informed consent obtained? (invasive treatments, blood administration, procedures or surgery)
- Are you aware of Monash Health's Occupational Violence and Aggression (OVA) Strategy?
- Can you tell me how you involve the patient/family/carer in the planning of their care?
- Do you know how and when to conduct clinical handover with other medical staff?
- How do you involve the patient/carer in their care, and how do you document this in their health record?
- Can you tell me how you would access an interpreter when required?
- Who conducts open disclosure?
- Are you aware of Monash Health's Antimicrobial Stewardship Program?
- Can you demonstrate how to order a medication in the EMR?
- Do you know how to document a patient's Goals of Care?
- Can you tell/show me how to prescribe and request blood products?
- Do you participate in ward rounds and multidisciplinary team meetings?
- How is important information communicated to staff at Monash Health?

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# Sample assessor questions – Non-clinical

Area-specific ‘**Sample assessor questions**’ for food service employees and environmental services assistants.

## Assessor Sample Questions

Food Services

v1 22/04/2022

Examples of questions food service employees could be asked during accreditation week...

- When did you last perform your food handling training?
- When did you last have a performance appraisal (Give me 5)?
- How can you access a procedure or guideline?
- How do you report an incident or concern?
- Can you explain when you should wash your hands?
- Can you explain when you need to wear gloves and change your gloves?
- Do you know what to do if you think a patient needs immediate assistance?
- What would you do if you found medications left on the patient meal tray?
- Do you know when you should wear PPE (personal protective equipment)?
- Do you know what to do if a patient has moved rooms and you are delivering their meal?
- Can you tell me about the orientation you received in your role?
- What do you tell a patient if they request a different meal in the middle of your delivery service?
- How do you know if a patient is fasting?

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v1 22/04/2022

## Assessor Sample Questions

Environmental services assistant

v1 22/04/2022

Examples of questions environmental services assistants could be asked during accreditation week...

- When did you last perform your chemical handling training?
- When did you last have a performance appraisal (Give Me 5)?
- How can you access a procedure or guideline?
- How do you report an incident or concern?
- Can you explain when you should wash your hands?
- Can you explain when you need to wear gloves and change your gloves?
- Can you tell me what a discharge clean is?
- Can you show me a cleaning schedule for this area/section?
- Do you know what to do if you think a patient needs immediate assistance?
- What would you do if you found medications on the floor?
- Do you know when you should wear PPE (personal protective equipment)?
- How do you know which chemicals/cleaning products to use for which rooms?
- Can you tell me about the orientation new employees receive in their role?
- When did you last complete your fire training?
- Do you complete mandatory training every year? (ask for an example of the type of training)
- Where is your nearest evacuation point?
- What quality improvement activities have you been involved in?
- What do you enjoy most about your role?

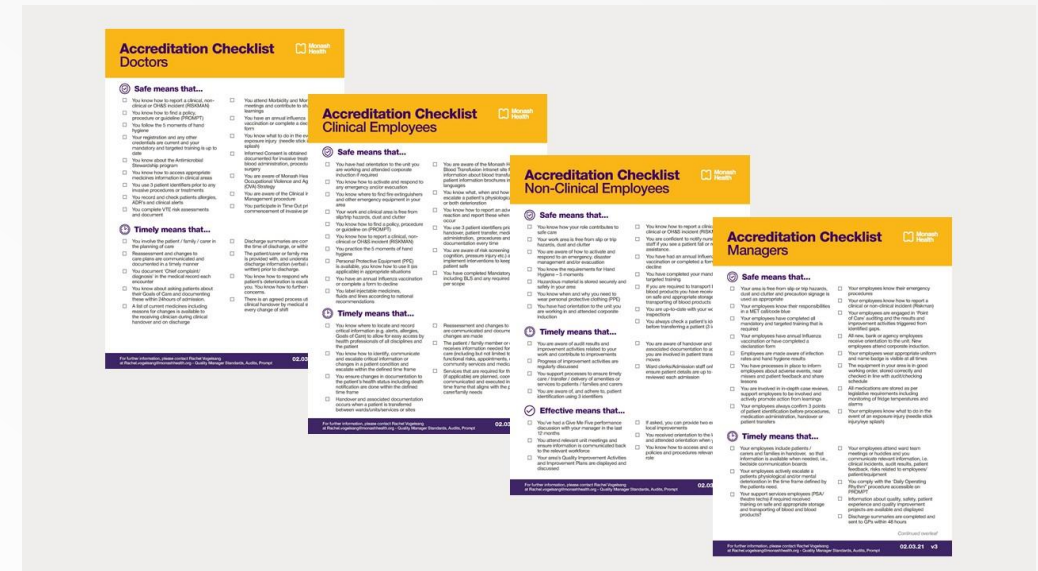
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# Accreditation Checklists

- Specifically designed to help you get Accreditation-ready
- Many of the actions in the checklists can be undertaken every day
- Use these checklists as a guide to embed the 'small' things into your everyday work



# Accreditation Checklists – Clinicians

Area-specific ‘Accreditation Checklists’ for clinical employees, doctors, and managers.

## Accreditation Checklist Clinical Employees

Monash Health

**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 area 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 CHAS incident (RISKMAN)
- ☐ You practice the 5 moments of hand hygiene
- ☐ Personal Protective Equipment (PPE) is available, you know how to use it (as applicable) in appropriate situations
- ☐ You have an annual influenza vaccination or complete a form to decline
- ☐ You label injectable 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 at 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

For further information, please contact Rachel Vogelsang at Rachel.vogelsang@monashhealth.org - Quality Manager Standards, A

## Accreditation Checklist Doctors

Monash Health

**Safe means that...**

- ☐ You know how to report a clinical, non-clinical or CHAS incident (RISKMAN)
- ☐ 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 record and check patients allergies, ADRs and clinical alerts

**Timely means that...**

- ☐ You provide care to your patients in clinically appropriate timeframes
- ☐ You respond to clinical deterioration and escalate concerns about clinical deterioration in a timely manner
- ☐ Changes to care plans are communicated to patients and relevant clinicians in a timely manner and documented in a timely manner
- ☐ You discuss Goals of Care with your patients and document these within 24 hours of admission
- ☐ Discharge summaries are completed by the time of discharge, or within 24 hours
- ☐ The patient/carer or family member is provided with, and understands, discharge information (verbal and written) prior to discharge.

For further information, please contact Rachel Vogelsang at Rachel.vogelsang@monashhealth.org - Quality Manager Standards, A

## Accreditation Checklist Managers

Monash Health

**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 call/code blue
- ☐ Your employees have completed all mandatory and targeted training that is required
- ☐ Your employees have annual influenza vaccination or have completed a declaration form
- ☐ 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 in-depth 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. bedside communication boards
- ☐ Your employees actively escalate a patient's physiological and/or mental deterioration in the time frame defined by the patients need.
- ☐ Your support services employees (PSA/ theatre techs) if required received training on safe and appropriate storage and transporting of blood and blood products?

For further information, please contact Rachel Vogelsang at Rachel.vogelsang@monashhealth.org - Quality Manager Standards, A

## Accreditation Checklist Managers

Monash Health

**Safe means that...**

- ☐ Your employees know their emergency procedures
- ☐ Your employees know how to report a clinical or non-clinical incident (Riskman)
- ☐ Your employees are engaged in 'Point 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)

**Timely means that...**

- ☐ Your employees attend ward team meetings or huddles and you communicate relevant information, i.e. clinical incidents, audit results, patient feedback, risks related to employees/patient/equipment
- ☐ You comply with the Daily Operating Rhythm procedure accessible on PROMPT
- ☐ Information about quality, safety, patient experience and quality improvement projects are available and displayed
- ☐ Discharge summaries are completed and sent to GPs within 48 hours

Continued overleaf

For further information, please contact Rachel Vogelsang at Rachel.vogelsang@monashhealth.org - Quality Manager Standards, A



# Accreditation Checklists – Non-clinical

Area-specific ‘**Accreditation Checklists**’ for non-clinical employees and managers.

## 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
- ☐ You know how to report a clinical or OH&S incident (RIS)
- ☐ You are confident to notify nursing staff if you see a patient fall or assistance.
- ☐ You have had an annual Influenza vaccination or completed a fit to decline
- ☐ You have completed your mandatory targeted training
- ☐ 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 inspections
- ☐ You always check a patient's before transferring a patient (

### 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 associated documentation to you are involved in patient transfers
- ☐ Ward clerks/Admission staff ensure patient details are up 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 local improvements
- ☐ You received orientation to the unit and attended orientation where you know how to access and policies and procedures relevant

For further information, please contact Rachel Vogelsang at Rachel.vogelsang@monashhealth.org - Quality Manager Standards, Audits, Prompt

## 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 call/code blue
- ☐ Your employees have completed all mandatory and targeted training that is required
- ☐ Your employees have annual influenza vaccination or have completed a declaration form
- ☐ 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 in-depth 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
- ☐ Your employees know their emergency procedures
- ☐ Your employees know how to report a clinical or non-clinical incident (Riskman)
- ☐ Your employees are engaged in 'Point 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)

### Timely means that...

- ☐ Your employees include patients / carers and families in handover, so that information is available when needed, i.e., bedside communication boards
- ☐ Your employees actively escalate a patient's physiological and/or mental deterioration in the time frame defined by the patients need.
- ☐ Your support services employees (PSA/ theatre techs) if required received training on safe and appropriate storage and transporting of blood and blood products?
- ☐ Your employees attend ward team meetings or huddles and you communicate relevant information, i.e. clinical incidents, audit results, patient feedback, risks related to employees/patient/equipment
- ☐ You comply with the 'Daily Operating Rhythm' procedure accessible on PROMPT
- ☐ Information about quality, safety, patient experience and quality improvement projects are available and displayed
- ☐ Discharge summaries are completed and sent to GPs within 48 hours

Continued overleaf

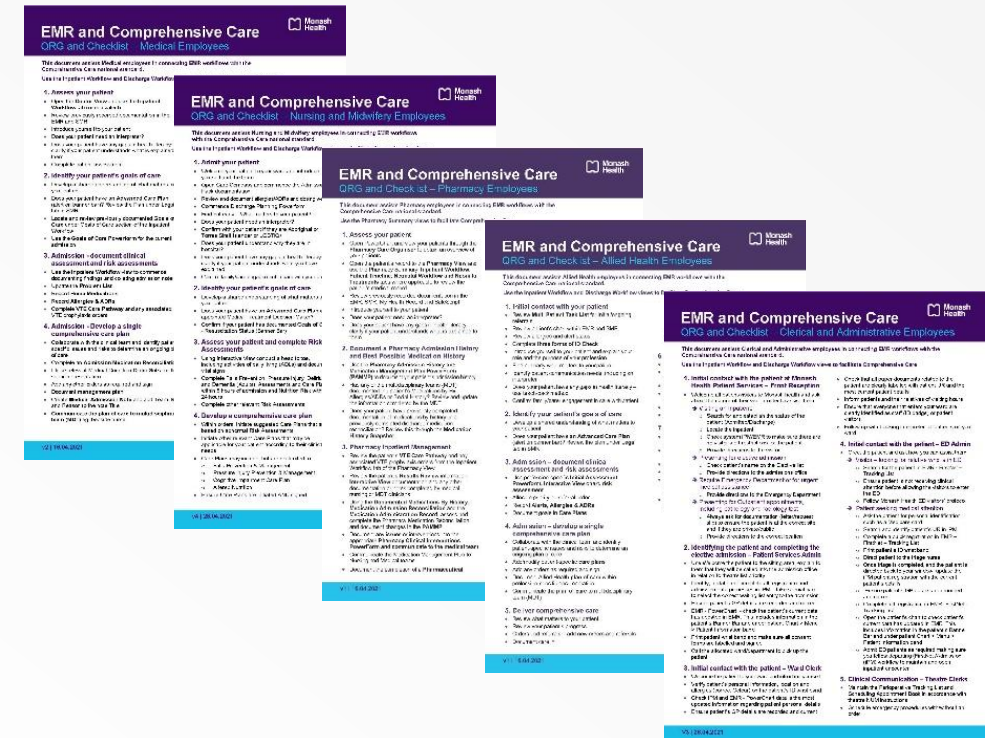
For further information, please contact Rachel Vogelsang at Rachel.vogelsang@monashhealth.org - Quality Manager Standards, Audits, Prompt

22.04.22 v3



# EMR Comprehensive Care QRGs - Clinicians

- Quick Reference Guides (QRGs) to help you connect and demonstrate how the EMR facilitates comprehensive care
- QRGs created for:
  - Medical
  - Nursing and midwifery
  - Pharmacy
  - Allied health
  - Administrative employees



# Local area preparation keep up to date...

## **Quality Boards, Welcome Boards, OHS Boards, New Ideas Boards**

- Keep up to date
- Discuss the data on the quality board
- Current OHS posters
- Show everyone – medical officers, consumers, support services staff, allied health staff

## **Quality Improvements Plans – QIPs**

- Are they relevant – align with audit results, risk assessments
- Are the improvements progressing?
- What improvements have you been involved in?



# Local area preparation keep up to date...

## **Cleaning**

- Schedules in place and up to date
- Cleaning equipment between patients – WOWs, Vitals monitors, dressing trolleys

## **Patient communication boards**

- Correct information
- Updated daily with patient


## **Mandatory and Targeted Training**

- Is your completion status 100% on Latte are you up to date?



# Accreditation Bulletin

- Currently a fortnightly communication to keep you up to date with what you need to know and do in the lead up to Accreditation
- Providing updates, resources, top tips, access to events and more, directly to your inbox



## Accreditation Bulletin

Thursday, 2 June 2022

Our Accreditation assessment is in 11 weeks; less than 74 days away.

Preparing for Accreditation is about ensuring you feel confident and comfortable when you meet with the assessors in August, to convey the great work that you do every day to deliver high-quality care and a positive patient experience.

For all the latest information, resources, and tools you need to be Accreditation-ready, including guides on how to speak with assessors, visit the [employee Accreditation website](#).

### Focus points

Here are the top things you can do to ensure we remain on track for Accreditation:

- Download, review and share the **Accreditation checklists**
- Download, share and practice with the **Speaking with assessors guide and sample questions and answers**
- Download, read and discuss the **EMR, documenting and comprehensive care Quick Reference Guides (QRGs)**

### Key messages

#### Accreditation Resources

Continue getting Accreditation-ready with some of our helpful resources and guides. Read, download, print them out, discuss them with your teams and put them on your employee noticeboards.

#### Accreditation checklists

Accreditation checklists have been specifically designed to help you get Accreditation-ready and are available for doctors, clinicians, non-clinical employees, and managers.

It is important to remember that many of the actions in the checklists should be undertaken every day, as part of delivering safe, timely, effective, and person-centred care.

Use these checklists as a guide to embed the 'small' things into your everyday work to ensure we continue delivering outstanding health care to our community. You can find the checklists on the [Accreditation website](#) and they can be accessed directly via the links below.

[Nager checklist](#)  
[Cal checklist](#)  
[Clinical checklist](#)  
[IO's checklist](#)  
[IO's - Top Tips](#)

#### with assessors guide and sample questions and answers

For Accreditation is about ensuring you feel confident and comfortable when you meet with the assessors during Accreditation week.

When assessors ask you questions, they are not trying to test or trick you, they are offering an opportunity to show them how you provide patients with safe and effective care – and the great work you do!

When you feel prepared when you meet with the assessors in August, we've developed a series of factsheets covering some of the questions assessors may ask. Available on the [Accreditation website](#) and have been linked below.

[Speaking with Assessors Guide](#)  
[Sample Assessor Questions – Doctors](#)  
[Sample Assessor Questions – Clinicians](#)  
[Sample Assessor Questions – Food Services Employees](#)  
[Sample Assessor Questions – Environmental Services Assistants](#)

#### on brag lists

When you feel comfortable talking with the assessors, create a brag list so that you can talk about the great work you do!

Your brag list should be specific to your team but can also include your team's involvement in projects that Monash Health has rolled out. Here are just some examples:

ID-19  
1:1 or hybrid model (paper based and EMR)  
Simulation project  
Monash Health Experience surveys

- Smart pumps
- Resuscitation trolley standardisation
- ED emotional experience workshop
- Patient Experience Week
- Pressure injury projects in community and ICU
- Falls champion program
- Patient Clinical Alerts improvements
- Bedside communication boards
- Children's admission activity book



# Employee accreditation website

- Our 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/](https://accreditation.monashhealth.org/)