Accreditation preparation

Manager Forum, Wednesday 27 July

Monash Health

National Standards Accreditation – less than 3 weeks away

- **Accreditation week, 15 – 19 August, 2022**

- **Today's focus:**
  - Some activities assessors will be interested in
  - Reminder of Comprehensive Care QRGS – why we developed these
  - Cleaning and decluttering
  - Give Me Five/Performance Appraisals

Activities assessors will be interested in

- **Patient identification checks & alerts – 3 identifiers**
  - Meal delivery times
  - Prior to medication administration
  - Transfers of care e.g., PSA's transporting patients to x-ray
  - Alerts in banner bar – keep patients safe
- **Handovers – all disciplines**
  - 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

Activities assessors will be interested in

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

- **Blood transfusions**
  - Consent
  - Patient has received information
  - Observations recorded

- **Medication management**
  - Storage and disposable
  - Fridge temperature checks and fridge contents
  - Obtaining a best possible medication history

Activities assessors will be interested in

- **Comprehensive care**
  - Admission details – GP details, Aboriginal or Torres Strait Islander identification
  - Care plans – progress each shift, patient has set goals
  - Risk assessments – ensure strategies are in place
  - Handovers
  - Goals of care completed
  - Document the care you have given
  - Discharge planning

Activities assessors will be interested in

Clerical team members

Patient admission process

GP details

Aboriginal & Torres Strait Islander identification

Discharge planning

Support services

Meal delivery

Cleaning schedules
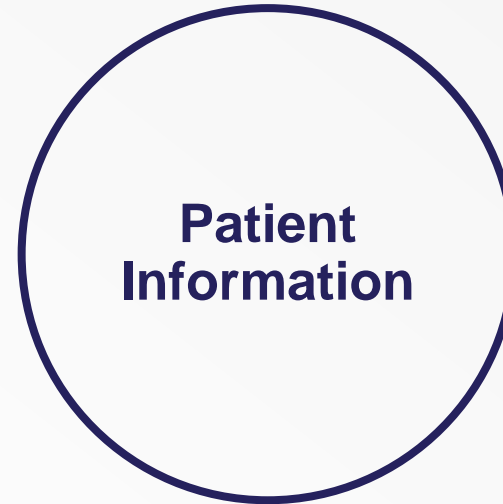
Cleaning routine

Spills management

Activities assessors will be interested in

Information displayed

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

Posters – escalation of care, Expect Respect posters in place
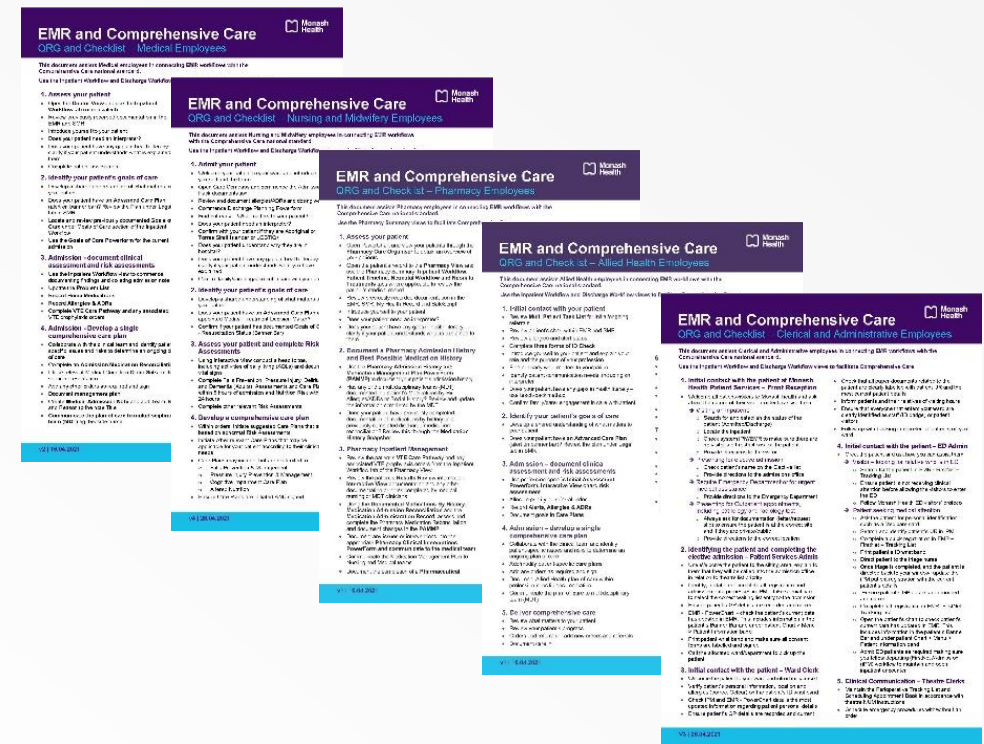
Patient Information

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

Your rights and responsibilities brochure available

EMR and Comprehensive Care QRGs

- Quick Reference Guides (QRGs) to help you connect with other disciplines and demonstrate how **EMR facilitates comprehensive care**.

- Created for **medical, nursing and midwifery, pharmacy, allied health and administrative** employees.

- They will assist in providing a complete picture of your patients' care, keeping you and your patient safe.

- Available to download on the **Accreditation and EMR websites**

Why these were developed and why they are important

- **Feedback from clinicians** – challenging to see other disciplines workflows, now it is not

- Clear example of the disciplines integrating if documentation is completed

- Each discipline reviews the documentation from the MDT at some point in the patient's journey, this is one example of the EMR facilitating comprehensive care

- **Part of the EMR optimisation program** – continuous improvement, you said we listened!

Show assessors:
- ISBAR workflow – tells the patient's story

Prepare your area

- **Declutter** - no hazards in front of emergency exits/fire doors
- Evacuation plans/maps/posters current
- Hand hygiene products accessible and not empty
- Clinical waste correct management
- Resus trolleys locked and checked
- Signs, directions are visible
- **Linen -**
  - Storage and transporting
  - Don't overload skips

Performance Appraisals – flagged

Performance appraisals Target ≥ 90%	24th July				17th July				10th July			
	Eligible employees	% completed	No. needing PA	No. needing PA to reach target*	Eligible employees	% completed	No. needing PA	No. needing PA to reach target*	Eligible employees	% completed	No. needing PA	No. needing PA to reach target*
Monash Health	15,280	70%	4,647	3,119	15,367	67%	5,119	3,582	15,415	63%	5,654	4,113
Operations	11,019	71%	3,256	2,154	11,088	67%	3,631	2,522	11,119	64%	3,962	2,850
Res Care & Support Services / CNMO	2,088	67%	687	478	2,087	65%	730	521	2,085	57%	888	680
Corporate	596	66%	202	142	598	62%	228	168	597	60%	238	178
CMO	1,527	67%	499	346	1,544	66%	525	371	1,564	64%	562	406
Quality & Safety	50	94%	3	0	50	90%	5	0	50	92%	4	0