

# Indonesian Delegation Presentation

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## Accreditation in Victoria

- The Department of Health has promoted accreditation of acute hospitals as a significant component of its quality policy since 1993.
- Since 1 July 2000 all Victorian public hospitals have been required to be accredited.

## Accreditation in Victoria

As a regulator, the Department of Health has available instruments to mandate accreditation such as:

- Licensing of private hospitals
- Policy (non legislated) – *Victorian Health Policy and Funding Guidelines 2012-13*  
<http://www.health.vic.gov.au/pfg/operations.htm>
- Victorian Health Service Performance Monitoring Framework

## Accreditation in Victoria

- Victorian public health services are required to be accredited under the Department of Health's "Victorian Health Services Policy and Funding Guidelines 2011 – 2012"
- The underpinning policy objective of accreditation is continuous maintenance of appropriate standards of care and quality improvement. The development of a culture of quality and safety is key.
- Accreditation is a system to promote and support safe patient care and continuous quality improvement of services through a process of assessment and review. It is both a quality assurance and quality improvement mechanism.

## Accreditation links

Some requirements within health service accreditation are linked to professional registration which is an enabling factor for health services to undertake accreditation. For example:

- Credentialling, scope of practice and performance review of clinicians (a requirement within accreditation standards) can be linked to the individual's mandatory continuing professional development requirements under their Australian Health Practitioner Regulation Agency registration <http://www.ahpra.gov.au/>

## Accreditation in Victoria

- The Victorian Department of Health has responsibility for verifying the accreditation status of Victorian public health services and public hospitals.
- All agencies are required to provide a copy of their hospital accreditation survey or consent to the release of a summary report directly from their accrediting body to the Department.
- Accreditation results are used to identify opportunities to improve Victoria's healthcare system and assist with evaluating the effectiveness of statewide quality and safety strategies.

## Use of accreditation data

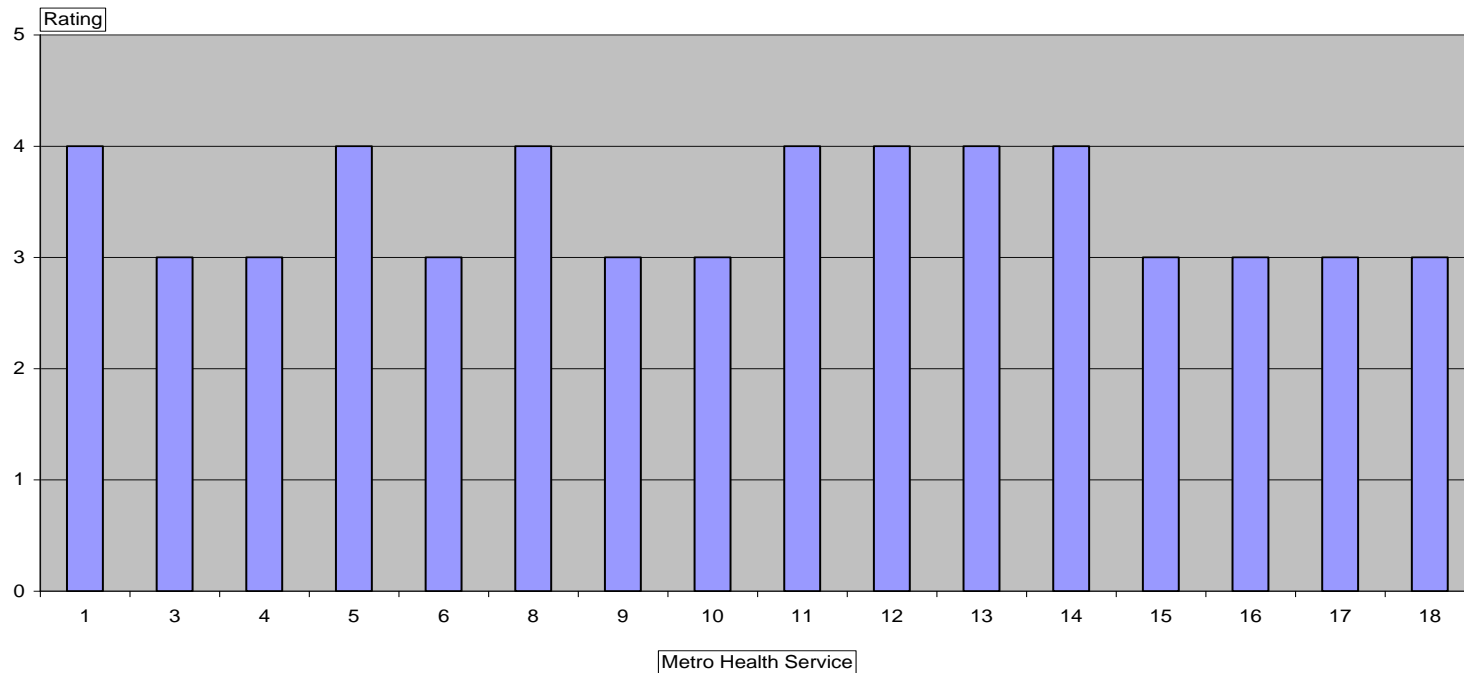
Feedback of accreditation data has provided health services with:

- Information regarding how they compared to other like health services under all Australian Council on Healthcare Standards (ACHS) mandatory criteria \*.
- Information that can encourage learning from leading health services for each mandatory criteria.

\*NB. Further reporting will be on the ten National Safety Quality Health Service Standards under the Australian Health Service Safety and Quality Accreditation Scheme.

# Use of accreditation data

1.1.1 The assessment system ensures current and ongoing needs of the consumer / patient are identified.



Key to rating code (Y Axis):

- 1 – LA (Little Achievement)
- 2 – SA (Some Achievement)
- 3 – MA ( Moderate Achievement)
- 4 – EA (Extensive Achievement)
- 5 – OA (Outstanding Achievement)



## Outcomes of accreditation data feedback

- Increased liaison with health service quality managers.
- An understanding from health services of how they are performing in the area of quality and safety compared to like services.
- The accreditation process itself is a review. The summary documents represent a set of comparative findings to be used as learnings for health services and the department.
- An opportunity to learn from leading performing health services for some criteria.

# Australian Health Service Safety and Quality Accreditation Scheme (AHSSQA Scheme)

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- The safety and quality accreditation of health services across Australia was seen as fragmented
- Safety and quality accreditation was perceived by health service organisations as too complex and resource intensive
- Accreditation outcomes lacked the transparency expected by governments and consumers
- There were no standards in use that applied across all settings of care.



- 2006** public release of Australian Commission on Safety and Quality in Health Care Discussion Paper
- 2008** endorsed model of accreditation [national coordination of safety and quality accreditation and the National Safety and Quality Health Service (NSQHS) Standards] and sought detail
- 2010** endorsed AHSSQA Scheme
- 2011** endorsed NSQHS Standards



# Creating State, Territory and sector ownership of the Australian Health Services Safety and Quality Accreditation Scheme (AHSSQAS) by the Australian Commission on Safety and Quality in Health Care

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- Drafting the AHSSQA Scheme and NSQHS Standards in conjunction with **technical and expert working groups**
- Involving the **Commission's Standing Committees** and members of program working groups to review preliminary draft discussion papers and individual standards (e.g. Inter-Jurisdictional Committee, Accreditation Implementation Reference Group)
- Holding **workshops with technical experts**
- Releasing **public consultation papers** on a draft AHSSQA Scheme and NSQHS Standards
- Attending **meetings and conferences** with jurisdictions, health professionals and industry organisations
- Consulting with **consumers** at workshops in most States and Territories
- **Piloting** the NSQHS Standards with a wide range of health service organisations and accrediting agencies
- Developing a **Regulatory Impact Statement (RIS)** as a requirement of the Council of Australian Governments, and
- Receiving formal feedback and meeting approval processes through **Australian Health Ministers.**

- During 2012–13 the Australian Commission on Safety and Quality in Health Care will continue to progress the implementation of the AHSSQAS.
- This scheme includes the ten NSQHS Standards, which will apply to all health services, including small rural health services, as well as public dental services in community health services in Victoria.



# What has Victoria been doing as a jurisdiction in the development and implementation of the National Safety and Quality Health Service Standards?

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- Working internally across department branches (integrated care; mental health; performance, acute programs and rural health; health regulation and reform; aged care) on development of national standards
- Mapped NSQHS Standards against other sector standards and legislation to demonstrate relevance to health services
- Communicating and consulting with health services including holding educational forums and question and answer sessions for health services with the Australian Commission on Safety and Quality in Health Care
- Liaising with the Australian Commission on Safety and Quality in Health Care
- Department representatives on national working party for implementation
- Development of requirements for accreditation for Victorian public health services (upon implementation of the NSQHS Standards)
- Development of a Victorian Department of Health Accreditation Resource
- Analysed health services' gap analyses against the NSQHS Standards
- Web based communication strategy of bulletin updates

Department's website: [www.health.vic.gov.au/accreditation](http://www.health.vic.gov.au/accreditation)

provides access to:

- NSQHS Standards implementation updates
- Victorian Department of Health Accreditation Resource
- Links to additional resources available nationally

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