



# Standard 1: Clinical Governance

This standard aims to ensure there are systems in place at Barwon Health to maintain and improve the reliability, safety and quality of health care.

## Accreditation checklist

- You know how to find a policy, procedure or guideline on PROMPT or one point
- Your registration and other credentials are current
- Your mandatory training and other relevant training is up to date
- You have recently undertaken your performance appraisal with your line manager
- You know how to report an incident (clinical, non-clinical and WH&S)
- You understand and meet requirements for patient care documentation (hard copy or electronic)
- Your work area is free from slip/trip hazards, dust and clutter
- You know how to activate and respond to an emergency and/or evacuation
- You are confident to escalate concerns and report hazards or risks to patients and staff
- You are involved in the review/follow up on patient incidents
- You are aware of quality improvement activities occurring in your area and can provide examples
- You have access to and discuss performance measures and audit data relevant to your area

## You may be asked at Survey

- What mandatory training do you undertake and are you up to date?
- When did you have your last performance review?
- How do you know what clinical information about your patient you need to record?
- What are the key clinical/non-clinical risks in your area?
- How would you report or respond to an emergency?
- How do you report and follow up on an incident?
- How do you report a hazard you have identified, such as a spill on the floor, which may cause someone to fall?
- What quality improvement projects have you undertaken in your area in the past 12 months?
- Where can you find information about monthly incidents which occurred in your area?



## Standard 2: Partnering with Consumers

This standard's intent is to support Barwon Health to create an organisation where there are mutually beneficial outcomes by having:

- Consumers as partners in planning, design, delivery, measurement and evaluation of systems and services
- Patients as partners in their own care, to the extent that they choose.

### Accreditation Checklist

- You introduce yourself to a patient when you are providing care and whenever you interact with them
- The information you provide to patients is well understood by the patient
- You know how to access interpreters and use material in languages other than English
- You ask your patients if they identify as being of Aboriginal and/or Torres Strait Islander origin and record this
- You know how to link Aboriginal patients with the appropriate support services/Aboriginal Health Unit
- You make sure Patient Rights and Responsibilities information are known to patient and families
- You communicate with and involve patients and carers in care decisions throughout their episode of care
- You are aware of our Volunteers that work in your area and acknowledge their work
- Patient information is not visible
- Informed consent is obtained and documented for invasive treatments or procedures
- You are aware of Open Disclosure protocols
- You know how to respond when patients or visitors provide feedback
- You use patient feedback to inform improvement activities

### You may be asked at Survey

- How do you partner with patients, their family members and carers?
- Why is it important to partner with patients and consumers?
- Are you aware the Australian Charter of Healthcare Rights outlines patient rights and responsibility?
- How would you access a copy of the Charter?
- Where would you refer a patient who wanted to make a complaint?
- How would you encourage a patient to provide feedback on their care?
- Can you describe an improvement in your area that was as a result of patient feedback?