

# **National Safety and Quality Primary and Community Healthcare Standards**



Published by the Australian Commission on Safety and Quality in Health Care

Level 5, 255 Elizabeth Street, Sydney NSW 2000

Phone: (02) 9126 3600

Email: [mail@safetyandquality.gov.au](mailto:mail@safetyandquality.gov.au)

Website: [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

ISBN: 978-1-922563-38-5

© Australian Commission on Safety and Quality in Health Care 2021

All material and work produced by the Australian Commission on Safety and Quality in Health Care (the Commission) is protected by copyright. The Commission reserves the right to set out the terms and conditions for the use of such material.

As far as practicable, material for which the copyright is owned by a third party will be clearly labelled. The Commission has made all reasonable efforts to ensure that this material has been reproduced in this publication with the full consent of the copyright owners.

With the exception of any material protected by a trademark, any content provided by third parties, and where otherwise noted, all material presented in this publication is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International licence](https://creativecommons.org/licenses/by-nc-nd/4.0/).



Enquiries about the licence and any use of this publication are welcome and can be sent to [communications@safetyandquality.gov.au](mailto:communications@safetyandquality.gov.au).

The Commission's preference is that you attribute this publication (and any material sourced from it) using the following citation:

Australian Commission on Safety and Quality in Health Care. National Safety and Quality Primary and Community Healthcare Standards. Sydney: ACSQHC; 2021

## Disclaimer

The content of this document is published in good faith by the Commission for information purposes. The document is not intended to provide guidance on particular healthcare choices. You should contact your health care provider for information or advice on particular healthcare choices.


The Commission does not accept any legal liability for any injury, loss or damage incurred by the use of, or reliance on, this document.

# Contents


---

Introduction	2
--------------	---


---

 Clinical Governance Standard	6
--	---

---

 Partnering with Consumers Standard	17
--	----

---

 Clinical Safety Standard	25
---	----

---

Appendix 1: Not applicable actions	40
------------------------------------	----

---

Glossary	42
----------	----

---

References	53
------------	----

# Introduction

Primary and community healthcare services have a critical role in delivering health care to people across their lifespan. Primary health care is generally the first point of contact with healthcare services for individuals, families and communities and provides health care as close as possible to where people live and work.<sup>1</sup> It constitutes a large and essential part of the healthcare system.<sup>1</sup> Primary health care includes early intervention, treatment of acute conditions, management of chronic conditions, end-of-life care, health promotion and prevention.<sup>2</sup>

The Australian Commission on Safety and Quality in Health Care (the Commission) has developed the National Safety and Quality Primary and Community Healthcare Standards (Primary and Community Healthcare Standards) through extensive consultation with consumers, healthcare providers and services, professional and peak bodies, Primary Health Networks and other representatives of the sector.

The Primary and Community Healthcare Standards aim to protect the public from harm and improve the quality of health care delivered by describing a nationally consistent framework, which all primary and community healthcare services can apply when delivering health care. Where implemented, patients can be confident that their healthcare service is committed to delivering and continuously improving the safety and quality of services.

## Where do the Standards apply?

The Primary and Community Healthcare Standards apply to services that deliver health care in a primary and/or community setting. These services address the prevention, treatment and management of illness and injury, and the preservation of physical and mental wellbeing.<sup>3</sup> They vary in size and modes of delivery, and are carried out by a diverse range of healthcare providers. Where profession-specific standards already exist, these should align with the Primary and Community Healthcare Standards to ensure a nationally consistent approach to safety and quality improvements across the primary and community healthcare sector.

## What do the Standards cover?

The Primary and Community Healthcare Standards are person-centred, and describe the processes and structures that are needed to deliver safe and high-quality health care.

There are three Primary and Community Healthcare Standards that cover clinical governance, partnering with consumers and clinical safety.



**Clinical Governance Standard**, where clinical governance is the set of relationships and responsibilities established by a healthcare service to ensure good clinical outcomes.<sup>4</sup> It ensures that the community and healthcare services can be confident that systems are in place to deliver safe and high-quality health care, and continuously improve services.



**Partnering with Consumers Standard**, which describes the systems and strategies to create a person-centred healthcare service in which patients and consumers are:

- Included in shared decision-making
- Partners in their own health care
- Involved in the development and design of quality healthcare services.



**Clinical Safety Standard**, which considers specific high-risk areas of health care commonly encountered that need to be addressed and mitigated.

The Clinical Governance Standard and the Partnering with Consumers Standard set the overarching requirements, or clinical governance framework, for the effective implementation of the third Clinical Safety Standard.

Each standard contains:

- A description of the standard
- A statement of intent
- A consumer outcome statement
- A list of criteria that describe the key areas covered by the standard
- Explanatory notes on the context of the standard
- Item headings for groups of actions in each criterion
- A consumer outcome statement for each item heading
- Actions, describing what is required to meet the standard.

## How should the Standards be applied?

The Primary and Community Healthcare Standards are voluntary. They should only be applied where services are involved in the direct care of patients.

The way in which an individual primary and/or community healthcare service implements the Primary and Community Healthcare Standards will be dependent on the size of the healthcare service, as well as the risks and complexity associated with the services it delivers. The Commission will develop guidance and resources for healthcare services and consumers to support the implementation of the Primary and Community Healthcare Standards. These will include practical examples of implementation across different primary and community healthcare services.

The Primary and Community Healthcare Standards are designed to mitigate risk relating to the delivery of health care. Some actions may also be relevant to a healthcare service's legal, jurisdictional and business obligations. At all times, a healthcare service must adhere to regulatory requirements as prescribed in relevant Commonwealth, state and territory legislation, such as work health and safety obligations.

Not all actions within the Primary and Community Healthcare Standards will be applicable to every primary and community healthcare service (see **Appendix 1**). Healthcare services should consider their individual circumstances in determining whether actions are not applicable. It is not intended that actions be implemented where they are not essential in the delivery of safe and high-quality health care for patients or are beyond the scope of clinical practice of healthcare providers.

## Alignment with other standards

In developing the Primary and Community Healthcare Standards, the Commission has aligned the structure and format to the National Safety and Quality Health Service (NSQHS) Standards. Both the NSQHS Standards and the Primary and Community Healthcare Standards highlight the importance of clinical governance and consumer partnerships in effective, safe and high-quality health care wherever health care is delivered.

The Commission recognises that some primary and community healthcare services may be implementing sector-specific quality improvement standards, such as the National Disability Insurance Scheme Practice Standards and the Aged Care Quality Standards. Where possible, the Commission is working with relevant organisations to investigate ways to reduce the administrative burden associated with implementing multiple sets of standards.

## More information

For more information and access to supporting resources on the Primary and Community Healthcare Standards, visit the Commission's website: [www.safetyandquality.gov.au/pchs](http://www.safetyandquality.gov.au/pchs)

## Terminology used in the Standards

The following terminology has been adopted for clarity of purpose within the Primary and Community Healthcare Standards. A glossary is also provided within this document to aid the reader in understanding the terms used.

### **‘Patient’, ‘client’, ‘person’ or ‘consumer’**

The Primary and Community Healthcare Standards use the term ‘patient’ to refer to a person or group receiving healthcare services and the term ‘consumer’ to refer to a person who has used or may use a healthcare service, or a consumer representative or advocate. The term ‘patient’ encompasses all other relevant terms that may be used in primary and community health care including ‘client’, ‘person’, and ‘people with lived experience of specific areas of ill health’.

### **‘Healthcare provider’, ‘health practitioner’ or ‘clinician’**

The Primary and Community Healthcare Standards use the term ‘healthcare provider’ to describe trained individuals who are involved in the provision of health care in a primary and/or community healthcare setting. Healthcare providers may also be referred to as health practitioners, clinicians or by a profession-specific description, for example ‘dental practitioner’ or ‘speech pathologist’.

### **‘Healthcare service’**

The Primary and Community Healthcare Standards use the term ‘healthcare service’ to describe primary and community healthcare services, as well as other services involved in the delivery of health care to patients and consumers.

Healthcare services are delivered in a wide range of settings and vary in size and organisational structure. These range from owner-operated services, where a single healthcare provider is also responsible for administrative and management operations, to complex organisations comprising of many healthcare providers, a supporting workforce, management and an overarching governing body. Where ‘healthcare service’ is used in the actions, this refers to those responsible for leading and governing the service.

The way actions in the Primary and Community Healthcare Standards are implemented in a healthcare service will depend on its size, organisational structure and relevant members of the workforce, as well as the types of services delivered, mode of delivery and the level of risk involved.

### **‘Healthcare’ vs. ‘health care’ vs. ‘care’**

Throughout this document, the Commission has used the words ‘health care’ when referring to a noun (for example, ‘the state of health care in Australia’) and ‘healthcare’ when referring to an adjective (for example, the ‘healthcare system’ or ‘healthcare services’). Where the word ‘care’ is used, and is not preceded by a qualifying word (for example, episode of care, comprehensive care), this encompasses broader elements of care (for example, personal or social care).

### **‘Systems’**

The Primary and Community Healthcare Standards rely on healthcare services establishing safety and quality systems. A system includes the resources, policies, processes and procedures that are organised, integrated, regulated and administered to accomplish a stated goal. Safety and quality systems will vary depending on the size of the healthcare service and the risks associated with the services being delivered.



# Clinical Governance Standard

---

Healthcare services have a responsibility to the community for continuous improvement of the safety and quality of their services, and ensuring they are person centred, safe and effective.

## **Consumer outcome**

*I am confident the healthcare service is well run and that I will receive safe, high-quality health care.*

## **Intention of this standard**

To implement a clinical governance framework that ensures that patients and consumers receive safe and high-quality health care.



## Criteria

### ● Governance, leadership and culture

The healthcare service sets up and uses clinical governance systems to improve the safety and quality of health care for patients.

#### Consumer outcome

*The healthcare service is high quality and continuously makes improvements.*

### ● Patient safety and quality systems

Safety and quality systems are integrated with governance processes to enable the healthcare service to actively manage and improve the safety and quality of health care for patients.

#### Consumer outcome

*I know the health care I receive is well organised and my feedback will be heard and dealt with.*

### ● Clinical performance and effectiveness

The workforce has the right qualifications, knowledge and skills to provide safe, high-quality health care to patients.

#### Consumer outcome

*I get the healthcare services that I need from people who are qualified to provide my health care.*

### ● Safe environment for the delivery of care

The environment in which healthcare services are delivered enables safe and high-quality health care for patients.

#### Consumer outcome

*I feel safe and comfortable accessing health care.*

## Explanatory notes

### Clinical governance

Clinical governance is the set of relationships and responsibilities established by a healthcare service between regulators and funders, managers, owners and governing bodies (where relevant), healthcare providers, the workforce, patients, consumers and other stakeholders to ensure optimal clinical outcomes (see **Figure 1**).<sup>4</sup> It ensures that:

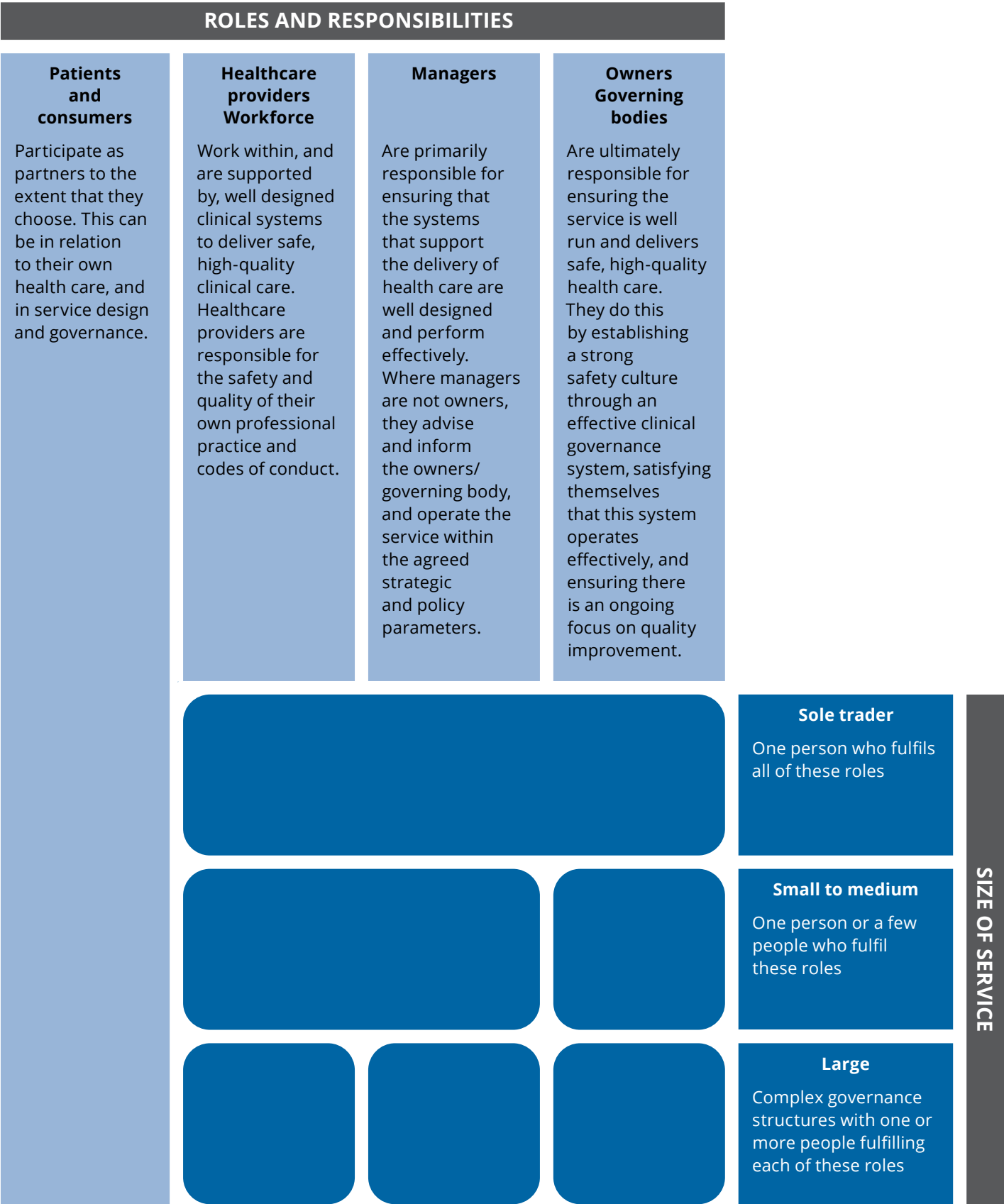
- The community can be confident there are systems in place to deliver safe and high-quality health care
- There is a commitment to continuously improve services
- Everyone is accountable to patients and the community for ensuring the delivery of safe, effective and high-quality health care. This includes healthcare providers, other members of the workforce and managers, owners and governing bodies (where they exist). Depending on the size of the healthcare service, multiple roles may be carried out by the same individual.<sup>4</sup>

### Clinical governance framework

A healthcare service's clinical governance framework describes the safety and quality systems and processes that need to be in place to ensure the delivery of safe, high-quality health care. The existence of a robust clinical governance framework provides assurances to patients and the community of safe health care as well as driving improvements in services.

Healthcare services implementing the Clinical Governance Standard together with the Partnering with Consumers Standard will establish a clinical governance framework. This will provide a foundation to support the implementation of the third Clinical Safety Standard, which considers high-risk areas commonly encountered in primary and community healthcare services.

Figure 1: Roles and responsibilities for clinical governance in different service sizes



## Governance, leadership and culture

The healthcare service sets up and uses clinical governance systems to improve the safety and quality of health care for patients.

### Consumer outcome

*The healthcare service is high quality and continuously makes improvements.*

Item	Action
Governance, leadership and culture	<p>1.01 The healthcare service:</p> <ul style="list-style-type: none"><li>a. Has a culture of safety and quality improvement</li><li>b. Partners with patients, carers and consumers</li><li>c. Sets priorities and strategic directions for safe and high-quality clinical care, and ensures that these are communicated effectively to the workforce</li><li>d. Establishes and maintains a clinical governance framework</li><li>e. Clearly defines the safety and quality roles, responsibilities and accountabilities of those governing the healthcare service, management, and the workforce</li><li>f. Monitors and reviews the safety and quality performance of the healthcare service</li><li>g. Considers the safety and quality of health care for patients in its business decision-making</li><li>h. Establishes and maintains systems for integrating care with other service providers involved in a patient's care</li></ul>

## Patient safety and quality systems

Safety and quality systems are integrated with governance processes to enable the healthcare service to actively manage and improve the safety and quality of health care for patients.

### Consumer outcome

*I know the health care I receive is well organised and my feedback will be heard and dealt with.*

Item	Action
Policies and procedures	1.02 The healthcare service uses a risk management approach to: <ol style="list-style-type: none"> <li>Establish and maintain policies, procedures and protocols</li> <li>Make policies, procedures and protocols easily available to the workforce</li> <li>Monitor and take action to improve adherence to policies, procedures and protocols</li> <li>Ensure compliance with relevant safety and quality legislation, regulation and jurisdictional requirements</li> </ol>
Measurement and quality improvement	1.03 The healthcare service uses a range of data to: <ol style="list-style-type: none"> <li>Identify priorities for safety and quality improvement</li> <li>Implement and monitor safety and quality improvement activities</li> <li>Measure changes in safety and quality outcomes</li> <li>Provide timely information on safety and quality performance to patients, carers and families and the workforce</li> </ol>
Risk management	1.04 The healthcare service: <ol style="list-style-type: none"> <li>Supports the workforce to identify, mitigate and manage safety and quality risks</li> <li>Documents and routinely monitors safety and quality risks</li> <li>Plans for, and manages, ongoing service provision during internal and external emergencies and disasters</li> </ol>

Item	Action
Incident management and open disclosure	<p>1.05 The healthcare service has an incident management system that:</p> <ul style="list-style-type: none"> <li>a. Supports the workforce to recognise and report incidents</li> <li>b. Supports patients, carers and families to communicate concerns or report incidents</li> <li>c. Involves the workforce in the review of incidents</li> <li>d. Provides timely feedback on the analysis of incidents to the workforce and patients, carers and families who have communicated concerns or incidents</li> <li>e. Uses the information from the analysis of incidents to improve safety and quality</li> <li>f. Incorporates risks identified in the analysis of incidents into the risk management system</li> <li>g. Regularly reviews and acts to improve the effectiveness of the incident management and investigation systems</li> </ul>
	<p>1.06 The healthcare service uses the Australian Open Disclosure Framework when a patient is harmed through the delivery of health care</p>
Feedback and complaints management	<p>1.07 The healthcare service:</p> <ul style="list-style-type: none"> <li>a. Seeks feedback from patients, carers and families about their experiences and outcomes of health care</li> <li>b. Has processes to regularly seek feedback from the workforce on their understanding and use of the safety and quality system</li> <li>c. Uses feedback to improve safety and quality</li> </ul>
	<p>1.08 The healthcare service:</p> <ul style="list-style-type: none"> <li>a. Provides opportunities for its patients to report complaints</li> <li>b. Has processes to address complaints in a timely way</li> <li>c. Uses information from the analysis of complaints to improve safety and quality</li> </ul>
Patient populations and social determinants of health	<p>1.09 The healthcare service identifies patient populations using its service at greater risk of avoidable differences in health outcomes, including:</p> <ul style="list-style-type: none"> <li>a. People of Aboriginal and Torres Strait Islander origin</li> <li>b. People with disability</li> <li>c. People with diverse backgrounds</li> </ul>
	<p>1.10 The healthcare service uses information on its patient populations to inform planning and delivery of health care for patients</p>

Item	Action
Healthcare records	<p>1.11 The healthcare service has a healthcare record system that:</p> <ul style="list-style-type: none"> <li>a. Makes the healthcare record available to healthcare providers at the point of care</li> <li>b. Supports healthcare providers to maintain accurate and complete healthcare records</li> <li>c. Complies with privacy and security regulations</li> <li>d. Supports audits of healthcare records</li> <li>e. Facilitates a patient's access to their healthcare record</li> </ul>
	<p>1.12 The healthcare service has processes to:</p> <ul style="list-style-type: none"> <li>a. Receive and review reports on patients</li> <li>b. Recall patients and communicate about reports and health care options</li> <li>c. Take action on reports in a timely manner</li> <li>d. Document reports in a patient's healthcare record</li> </ul>
	<p>1.13 The healthcare service using My Health Record has processes to:</p> <ul style="list-style-type: none"> <li>a. Use national healthcare identifiers for patients and healthcare providers</li> <li>b. Use standard national terminologies</li> <li>c. Support healthcare providers to use My Health Record to optimise the safety and quality of health care for patients</li> </ul>
	<p>1.14 The healthcare service providing clinical information to the My Health Record system has processes to:</p> <ul style="list-style-type: none"> <li>a. Comply with legislative requirements</li> <li>b. Ensure the accuracy and completeness of information uploaded</li> </ul>

## Clinical performance and effectiveness

The workforce has the right qualifications, knowledge and skills to provide safe, high-quality health care to patients.

### Consumer outcome

*I get the healthcare services that I need from people who are qualified to provide my health care.*

Item	Action
Safety and quality training	1.15 The healthcare service: <ul style="list-style-type: none"><li>a. Provides its workforce with orientation and training to their safety and quality roles on commencement with the service, when safety and quality responsibilities change and when new healthcare services are introduced</li><li>b. Identifies the training needs of its workforce to meet the requirements of these standards</li><li>c. Ensures its workforce completes training to meet its safety and quality training needs</li></ul>
	1.16 The healthcare service supports its workforce to provide culturally safe services to meet the needs of its Aboriginal and Torres Strait Islander patients
Safety and quality roles and responsibilities	1.17 The healthcare service has processes to support its workforce to understand and fulfil their assigned safety and quality roles and responsibilities
Evaluating performance	1.18 The healthcare service has valid and reliable review processes for the workforce that: <ul style="list-style-type: none"><li>a. Are used to regularly review their performance</li><li>b. Identify needs for training and development of safety and quality</li></ul>
Scope of clinical practice	1.19 The healthcare service has processes to ensure that healthcare providers have the qualifications, knowledge and skills required to perform their role by: <ul style="list-style-type: none"><li>a. Describing the scope of clinical practice for healthcare providers practising in the healthcare service</li><li>b. Monitoring healthcare providers' practices to ensure they are operating within their designated scope of clinical practice</li><li>c. Reviewing healthcare providers' scope of clinical practice when a clinical service, procedure or technology is introduced or substantially altered</li></ul>



Item	Action
Evidence-based care	<p>1.20 The healthcare service:</p> <ul style="list-style-type: none"> <li>a. Provides its healthcare providers with ready access to best practice guidelines and available evidence, clinical care standards developed by the Australian Commission on Safety and Quality in Health Care and decision support tools relevant to their clinical practice</li> <li>b. Supports its healthcare providers to use best practice guidelines and available evidence, clinical care standards developed by the Australian Commission on Safety and Quality in Health Care and decision support tools relevant to their clinical practice to deliver best practice care</li> </ul>
Variation in care delivered and health outcomes	<p>1.21 The healthcare service supports its healthcare providers to:</p> <ul style="list-style-type: none"> <li>a. Monitor and review care delivered against relevant best practice care</li> <li>b. Explores reasons for variation of health care from best practice</li> <li>c. Uses information on unwarranted variation from best practice to improve health care</li> </ul>

## Safe environment for the delivery of care

The environment in which services are delivered enables safe and high-quality health care for patients.

### Consumer outcome

*I feel safe and comfortable accessing health care.*

Item	Action
Safe environment	1.22 The healthcare service maximises safety and quality of health care: <ul style="list-style-type: none"><li>a. Through the design of the environment and management of the location where health care is provided</li><li>b. By providing access to an environment, devices and equipment that are fit for purpose and well maintained</li><li>c. By ensuring patients' privacy when health care is provided</li></ul>
	1.23 The healthcare service identifies areas that have a high risk of unpredictable behaviours and develops strategies to minimise the risks of harm to patients, carers, families, consumers and the workforce
	1.24 The healthcare service supports patients to access health care, including patients from diverse backgrounds and patients with disability
	1.25 The healthcare service provides a culturally safe environment that recognises the importance of the cultural beliefs and practices of Aboriginal and Torres Strait Islander people



# Partnering with Consumers Standard

---

Healthcare services develop, implement and maintain systems to partner with consumers in their own health care.

## **Consumer outcome**

*I am a partner in my own health care and my opinion is valued in designing and delivering health care.*

## **Intention of this standard**

The Partnering with Consumers Standard recognises the importance of working with consumers in the planning and delivery of their own health care and providing clear communication to minimise risks of harm. This standard, together with the Clinical Governance Standard, form a comprehensive clinical governance framework.

## Criteria

- **Clinical governance and quality improvement systems to support partnering with consumers**

Systems are designed and used to support patients, carers, families and consumers to be partners in health care.

**Consumer outcome**

*I am supported to be a partner in my own health care.*

- **Partnering with patients in their own care**

Partnering with patients underpins the delivery of health care. Patients are partners in their own health care to the extent that they choose.

**Consumer outcome**

*I can choose how I partner in my health care.*

- **Health literacy**

Healthcare services communicate with consumers in a way that supports effective partnerships.

**Consumer outcome**

*I am given the information I need, in a way I can understand to support me in making decisions about my health care.*

- **Partnering with consumers in service design**

Consumers are partners in the planning, design, monitoring and evaluation of services.

**Consumer outcome**

*My opinion matters in the development, delivery and review of healthcare services.*

## Explanatory notes

### Partnering with consumers

Delivering health care that is based on partnerships provides many benefits for patients, consumers, healthcare providers, healthcare services and the health system.

Effective partnerships exist when people are treated with dignity and respect, information is shared with them, and participation and collaboration in healthcare processes are encouraged and supported to the extent that people choose.<sup>5</sup> Effective partnerships, a positive experience for service users, and high-quality health care and improved safety are linked.<sup>6, 7, 8</sup>

At the **individual level**, partnerships relate to the interaction between healthcare providers and patients when health care is provided. This involves providing health care that is respectful; sharing information in an ongoing way; working with patients, carers and families to make decisions and plan health care; and supporting and encouraging patients to actively participate in their own health care.<sup>6</sup>

At the **healthcare service level**, partnerships relate to the relationship with consumers that values and incorporates their views into the planning, design, monitoring and evaluation of services.<sup>6</sup>

The processes involved with these partnerships will vary according to the type and size of healthcare services delivered.

### Clinical governance framework

A healthcare service's clinical governance framework describes the safety and quality systems and processes that need to be in place to ensure the delivery of safe, high-quality health care. The existence of a robust clinical governance framework provides assurances to patients and the community of safe health care as well as driving improvements in services.

Healthcare services implementing the Partnering with Consumers Standard together with the Clinical Governance Standard will establish a clinical governance framework. This will provide a foundation to support the implementation of the third Clinical Safety Standard, which considers high-risk areas commonly encountered in primary and community healthcare services.

### Charter of Rights

A healthcare service's Charter of Rights describes the rights that consumers, or someone they care for, can expect when receiving health care. The healthcare service's Charter of Rights should be consistent with the Australian Charter of Healthcare Rights (**Figure 2**). In using a Charter of Rights, the healthcare service ensures the seven healthcare rights described in the charter are upheld in the planning and delivery of health care.

**Figure 2:** The Australian Charter of Healthcare Rights<sup>9</sup>

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)

## Clinical governance and quality improvement systems to support partnering with consumers

Systems are designed and used to support patients, carers, families and consumers to be partners in health care.

### Consumer outcome

*I am supported to be a partner in my own health care.*

Item	Action
Integrating clinical governance	<p>2.01 Healthcare providers use the safety and quality systems from the Clinical Governance Standard when:</p> <ul style="list-style-type: none"><li>a. Implementing policies and procedures for partnering with consumers</li><li>b. Managing risks associated with partnering with consumers</li><li>c. Monitoring processes for partnering with consumers</li></ul>

## Partnering with patients in their own care

Partnering with patients underpins the delivery of care. Patients are partners in their own health care to the extent that they choose.

### Consumer outcome

*I can choose how I partner in my health care.*

Item	Action
Healthcare rights and informed consent	2.02 The healthcare service: <ul style="list-style-type: none"><li>a. Uses a Charter of Rights consistent with the Australian Charter of Healthcare Rights</li><li>b. Has processes to support the workforce to apply the principles of the Charter of Rights in the planning and delivery of health care</li><li>c. Makes the Charter of Rights easily accessible for patients, carers, families and consumers</li><li>d. Ensures its informed consent processes comply with legislation and best practice</li></ul>
	2.03 The healthcare service has processes to identify: <ul style="list-style-type: none"><li>a. The capacity of a patient to make decisions about their own health care</li><li>b. A substitute decision-maker if a patient does not have the capacity to make decisions for themselves</li></ul>
Shared decisions and planning care	2.04 The healthcare service has processes for healthcare providers to partner with patients and/or their substitute decision-maker to plan, communicate, set and review goals, make decisions and document their preferences about their current and future health care
	2.05 The healthcare service supports the workforce to form partnerships with patients, carers and families so that patients can be actively involved in their own health care



## Health literacy

Healthcare services communicate with consumers in a way that supports effective partnerships.

### Consumer outcome

*I am given the information I need, in a way I can understand, to support me in making decisions about my health care.*

Item	Action
Communication that supports effective partnerships	2.06 The workforce communicates with patients, carers, families and consumers about health and health care in a way that: <ul style="list-style-type: none"> <li>a. Is tailored to the patient's needs and preferences</li> <li>b. Is easily understood</li> <li>c. Addresses the need for ongoing health care</li> </ul>
Accessing healthcare service information	2.07 The healthcare service makes information available to consumers on: <ul style="list-style-type: none"> <li>a. The services available</li> <li>b. The opening hours and how to access health care</li> <li>c. Who can access the services</li> <li>d. Estimated service costs</li> <li>e. Alternative health care when the service is closed, after-hours and in an emergency</li> <li>f. Service location(s) and access details</li> <li>g. Mechanisms for providing feedback and contact details for the appropriate healthcare complaints authority</li> </ul>

## Partnering with consumers in service design

Consumers are partners in the planning, design, monitoring and evaluation of services.

### Consumer outcome

*My opinion matters in the development, delivery and review of healthcare services.*

Item	Action
Partnerships in the planning, design, monitoring and evaluation of services	2.08 The healthcare service works in partnership with patients, carers, families and consumers to seek and incorporate their views and experiences into the planning, design, monitoring and evaluation of services



# Clinical Safety Standard

---

Healthcare services implement systems and processes to maximise safe, high-quality care and minimise clinical safety risks.

## **Consumer outcome**

*The clinical care I receive is safe and of high quality.*

## **Intention of this standard**

This standard aims to ensure common clinical safety risks in healthcare services are identified and mitigated. The clinical safety risks in this standard include:

- Preventing and controlling infections
- Medication safety
- Comprehensive care
- Communicating for safety
- Recognising and responding to serious deterioration and minimising harm.

## Criteria

- **Clinical governance and quality improvement to support clinical safety**

The healthcare service uses its clinical governance systems to identify and mitigate clinical safety risks.

**Consumer outcome**

*The risks I face with accessing health care are known and actively managed.*

- **Preventing and controlling infection**

Evidence-based processes are used to prevent and control infections. Patients presenting with, or with risk factors for, infection or colonisation with an organism of local, national or global significance are identified promptly, and receive the necessary management and treatment. The healthcare service is clean and hygienic.

**Consumer outcome**

*My risk of getting or spreading an infection is assessed and minimised.*

- **Medication safety**

Systems are in place to support the safe, appropriate and effective use of medicines, reduce the risks associated with medicine-related events and improve the safety and quality of medicine use.

**Consumer outcome**

*My risks from medicine-related events are assessed and minimised. I am supported to understand and make decisions about my medicines.*

## ● Comprehensive care

Comprehensive care is the coordinated delivery of the total health care required with regard for a patient's preferences. It may be a discrete episode of care or part of an ongoing comprehensive care plan. This health care is planned and delivered in collaboration with the patient. It considers the effect of the patient's health issues on their life and wellbeing, and is clinically appropriate.

### Consumer outcome

*My health care is safe, of high quality and is tailored to meet my needs and preferences.*

## ● Communicating for safety

Communicating for safety aims to ensure timely, purpose-driven and effective communication and documentation that supports continuous, coordinated and safe health care for patients.

### Consumer outcome

*My healthcare providers communicate with each other about my health care, so I receive the health care I need.*

## ● Recognising and responding to serious deterioration and minimising harm

Healthcare services have systems in place to recognise and respond to serious deterioration in patients and escalate health care appropriately.

### Consumer outcome

*If my health deteriorates, I know I will receive the health care I need in a timely way.*

## Explanatory notes

The Clinical Safety Standard provides a framework for healthcare services to address and mitigate risks to safety and quality commonly encountered in primary and community healthcare services.

As the Primary and Community Healthcare Standards apply to a wide range of primary and community healthcare services, there may be actions that are not applicable in some service contexts. **Appendix 1** outlines the circumstances where it is not necessary to implement individual actions. A healthcare service that delivers a broad range of services may have different actions applicable across its service.

### Clinical governance and quality improvement to support clinical safety

By implementing the Clinical Governance Standard and the Partnering with Consumers Standard, a healthcare service will establish an individualised clinical governance framework. The systems and processes that make up the clinical governance framework are used to implement the Clinical Safety Standard.

### Preventing and controlling infections

Each year, many infections are associated with the provision of health care and affect a large number of patients and, in some cases, consumers and members of the workforce. These infections:

- Cause considerable harm and may increase risk of morbidity, and death
- Increase the use of healthcare services
- Place greater demands on the workforce.

Infection prevention and control within healthcare settings aims to minimise the risk of transmission of infections and the development of resistant organisms.

The actions relating to this criterion have accommodated lessons learned from the response to the SARS-Cov-2 (COVID-19) pandemic to support healthcare services to prevent, control and respond to infections that cause outbreaks, epidemics or pandemics, including novel and emerging infections.

### Medication safety

Medicines are the most common treatment used in health care. Although appropriate use of medicines contributes to significant improvements in health, medicines can also be associated with harm.<sup>10</sup> Because they are so commonly used, medicines are associated with a higher incidence of errors and adverse events when compared with other healthcare interventions. Some of these adverse events are costly, and up to 50% are potentially avoidable.<sup>11</sup> Errors affect both health outcomes for consumers and healthcare costs. Standardising and systemising processes can improve medication safety by preventing medication incidents.

## Comprehensive care

Safety and quality gaps are often reported as failures to provide adequate health care for specific conditions or in specific situations or settings, or to achieve expected outcomes in certain populations. The actions relating to comprehensive care aim to address the underlying issues related to many adverse events, which often include failures to:

- Provide continuous and collaborative health care
- Work in partnerships with patients, carers and families to adequately identify, assess and manage patients' clinical risks, and find out their preferences for health care
- Communicate and work as a team (that is, between members of a healthcare team involved in a patient's health care).

## Communicating for safety

Communication is a key safety and quality issue in health care. The actions relating to communicating for safety recognises the importance of effective communication and its role in supporting continuous, coordinated and safe patient care.

Communication is inherent to patient care, and informal communications will occur throughout healthcare delivery. It is not intended that these actions will apply to all communications within a healthcare service. Rather, the intention is to ensure that systems and processes are in place at key times when effective communication is critical to patient safety, for example, during transitions of care.

## Recognising and responding to serious deterioration

Serious adverse events are often preceded by observable physiological and clinical abnormalities.<sup>12</sup> Other serious events such as suicide or aggression are also often preceded by observed or reported changes in a person's behaviour or mood that can indicate a deterioration in mental state. Early identification of deterioration may improve outcomes and lessen the intervention required to stabilise patients whose condition deteriorates.<sup>13</sup>

## Clinical governance and quality improvement to support clinical safety

The healthcare service uses its systems to support the workforce to address and mitigate clinical safety risks.

### Consumer outcome

*The risks I face with accessing health care are known and actively managed.*

Item	Action
Integrating clinical governance	3.01 The workforce uses safety and quality systems from the Clinical Governance Standard when: <ul style="list-style-type: none"><li>a. Implementing policies and procedures for clinical safety</li><li>b. Managing risks associated with clinical safety</li><li>c. Identifying training requirements to support clinical safety</li></ul>
Applying quality improvement systems	3.02 The healthcare service applies the quality improvement system from the Clinical Governance Standard when: <ul style="list-style-type: none"><li>a. Monitoring clinical safety risks</li><li>b. Implementing strategies to improve clinical safety outcomes and associated processes</li><li>c. Reporting on clinical safety</li></ul>
Partnering with consumers	3.03 The workforce uses the healthcare service's processes from the Partnering with Consumers Standard when addressing clinical safety to: <ul style="list-style-type: none"><li>a. Actively involve patients in their own health care</li><li>b. Meet the patient's information needs</li><li>c. Share decision-making</li></ul>



## Preventing and controlling infections

Evidence-based systems are used to prevent and control healthcare-associated infections. Patients presenting with, or with risk factors for, infection or colonisation with an organism of local, national or global significance are identified promptly, and receive the necessary management and treatment. The healthcare service is clean and hygienic.

### Consumer outcome

*My risk of getting or spreading an infection is assessed and minimised.*

Item	Action
Standard and transmission-based precautions	3.04 The healthcare service has processes to apply standard and transmission-based precautions that are fit for the setting and consistent with the current edition of the <i>Australian Guidelines for the Prevention and Control of Infection in Healthcare</i> , and jurisdictional requirements, and relevant jurisdictional laws and policies, including work health and safety laws.
Hand hygiene	3.05 The healthcare service has a hand hygiene process that is incorporated in its overarching infection prevention and control program as part of standard precautions and: <ol style="list-style-type: none"> <li>Is consistent with the appropriate elements of the National Hand Hygiene Initiative, and jurisdictional requirements</li> <li>Supports the workforce and consumers to practise hand hygiene</li> </ol>
Respiratory hygiene, cough etiquette and physical distancing	3.06 The healthcare service supports the workforce and consumers to practise respiratory hygiene, cough etiquette and physical distancing where relevant
Aseptic technique	3.07 Where aseptic technique is required as part of the provision of health care, the healthcare service has processes to: <ol style="list-style-type: none"> <li>Identify procedures where aseptic technique applies</li> <li>Monitor healthcare providers' practices to ensure compliance with the healthcare service's policies and procedures on aseptic technique</li> </ol>
Invasive medical devices	3.08 Where invasive medical devices are used, the healthcare service has processes for the appropriate use and management of invasive medical devices that are consistent with the current edition of the <i>Australian Guidelines for the Prevention and Control of Infection in Healthcare</i>

Item	Action
Clean and safe environment	<p>3.09 The healthcare service has processes to maintain a clean, safe and hygienic environment – in line with the current edition of the <i>Australian Guidelines for the Prevention and Control of Infection in Healthcare</i>, and jurisdictional requirements – to:</p> <ul style="list-style-type: none"> <li>a. Respond to environment risks, including novel infections</li> <li>b. Require cleaning and disinfection using products listed on the Australian Register of Therapeutic Goods consistent with manufacturers’ instructions for use and recommended frequencies</li> <li>c. Provide access to training on cleaning processes for routine and outbreak situations, and novel infections</li> </ul>
	<p>3.10 The healthcare service has processes to evaluate and respond to infection risks for:</p> <ul style="list-style-type: none"> <li>a. New and existing equipment, devices and products used in the healthcare service</li> <li>b. Clinical and non-clinical areas, and workplace amenity areas</li> <li>c. Maintaining, repairing and upgrading buildings, equipment, furnishings and fittings</li> <li>d. Handling, transporting and storage of linen</li> <li>e. Novel infections, and risks identified as part of a public health response or pandemic planning</li> </ul>
Workforce screening and immunisation	<p>3.11 The healthcare service has a risk-based workforce vaccine-preventable diseases screening and immunisation process that:</p> <ul style="list-style-type: none"> <li>a. Is consistent with the current edition of the <i>Australian Immunisation Handbook</i></li> <li>b. Is consistent with jurisdictional requirements for vaccine-preventable diseases</li> <li>c. Identifies and addresses specific risks to the workforce, consumers and patients</li> </ul>

Item	Action
Infections in the workforce	<p>3.12 The healthcare service has risk-based processes for preventing and managing infections in the workforce that:</p> <ul style="list-style-type: none"> <li>a. Are consistent with the relevant state or territory work health safety regulation and the current edition of the <i>Australian Guidelines for the Prevention and Control of Infection in Healthcare</i></li> <li>b. Align with state and territory public health requirements for workforce screening and exclusion periods</li> <li>c. Manage risks to the workforce, patients and visitors, including for novel infections</li> <li>d. Promote non-attendance or remote-attendance at work and avoiding visiting or volunteering when infection is present or suspected</li> <li>e. Plan for, and manage, ongoing service provision during outbreaks and pandemics or events where there is increased risk of transmission of infection</li> </ul>
Reprocessing of reusable medical devices	<p>3.13 Where reusable equipment, instruments and devices are used, the healthcare service has:</p> <ul style="list-style-type: none"> <li>a. Processes for reprocessing that are consistent with relevant national and international standards, in conjunction with manufacturers' guidelines</li> <li>b. A process for critical equipment, instruments, and devices that is capable of identifying the: <ul style="list-style-type: none"> <li>– patient</li> <li>– procedure</li> <li>– reusable equipment, instruments and devices that were used for the procedure</li> </ul> </li> <li>c. Processes to plan and manage reprocessing requirements and additional controls for novel and emerging infections</li> </ul>
Antimicrobial stewardship	<p>3.14 The healthcare service that prescribes, supplies and/or administers antimicrobials:</p> <ul style="list-style-type: none"> <li>a. Provides healthcare providers with access to, and promotes the use of, current evidence-based Australian therapeutic guidelines and resources on antimicrobial prescribing</li> <li>b. Incorporates core elements, recommendations and principles from the current Antimicrobial Stewardship Clinical Care Standard into service delivery</li> <li>c. Supports healthcare providers who prescribe antimicrobials to review compliance of antimicrobial prescribing against current local or Australian therapeutic guidelines</li> <li>d. Supports healthcare providers to identify the areas of improvement and takes action to increase the appropriateness of antimicrobial usage</li> <li>e. Has mechanisms to educate consumers about the risks, benefits and alternatives to antimicrobials for their condition</li> </ul>

## Medication safety

Systems are in place to support the safe, appropriate and effective use of medicines, reduce the risks associated with medicine-related events and improve the safety and quality of medicine use.

### Consumer outcome

*My risks from medicine-related events are assessed and minimised. I am supported to understand and make decisions about my medicines.*

Item	Action
Documentation, provision and access to medicines-related information	<p>3.15 A healthcare service that prescribes, supplies and/or administers medicines has processes to ensure healthcare providers work within their scope of clinical practice to:</p> <ul style="list-style-type: none"><li>a. Take a best possible medication history on presentation or as early as possible in the episode of care</li><li>b. Ensure a patient's medicines-related information is included in a patient's healthcare record</li><li>c. Partner with patients, carers and families in the management of their medicines</li><li>d. Support patients, carers and families to maintain a current and accurate medicines list</li><li>e. Encourage patients to share their medicines list with other healthcare providers involved in their care and/or does so on a patient's behalf with their consent</li><li>f. Use information on a patient's medication history to minimise risks in the planning and delivery of health care</li></ul>
	<p>3.16 The healthcare service has processes to ensure healthcare providers work within their scope of clinical practice to:</p> <ul style="list-style-type: none"><li>a. Provide information on medicines tailored to the patient's needs and preferences</li><li>b. Take action when a healthcare provider or patient identifies a suspected medicines-related problem</li><li>c. Report suspected adverse drug reactions to the Therapeutic Goods Administration</li></ul>

Item	Action
Safe and secure storage and supply of medicines	<p>3.17 A healthcare service that prescribes, stores, supplies and/or administers medicines complies with manufacturer's instructions, legislative and jurisdictional requirements for the:</p> <ul style="list-style-type: none"><li>a. Safe and secure storage of medicines, including high-risk medicines</li><li>b. Storage of temperature-sensitive medicines and cold chain management</li><li>c. Supply of medicines</li><li>d. Disposal of unused, unwanted or expired medicines</li></ul>
High-risk medicines	<p>3.18 A healthcare service that prescribes, stores, supplies and/or administers medicines has processes to:</p> <ul style="list-style-type: none"><li>a. Identify high-risk medicines within the service</li><li>b. Safely store, prescribe, supply, administer and dispose of high-risk medicines</li></ul>

## Comprehensive care

Comprehensive care is the coordinated delivery of the total health care required with regard for a patient's preferences. It may be a discrete episode of care or part of an ongoing comprehensive care plan. This health care is planned and delivered in collaboration with the patient. It considers the effect of the patient's health issues on their life and wellbeing, and is clinically appropriate.

### Consumer outcome

*My health care is safe, of high quality and is tailored to meet my needs and preferences.*

Item	Action
Multidisciplinary collaboration	<p>3.19 The healthcare service:</p> <ul style="list-style-type: none"><li>a. Collaborates with other healthcare providers involved in a patient's care</li><li>b. Supports collaboration with other care providers to develop a coordinated approach to the planning and delivery of health care</li><li>c. Facilitates reporting to a patient's other relevant care providers</li></ul>
Health promotion and prevention	<p>3.20 The healthcare service has processes to support health education and promotion, illness prevention and early intervention for patients, considering its patient population</p>
Planning and delivering comprehensive care	<p>3.21 The healthcare service has processes to ensure healthcare providers work within their scope of practice to plan and deliver comprehensive care by:</p> <ul style="list-style-type: none"><li>a. Conducting a risk screening and assessment</li><li>b. Conducting a clinical assessment and diagnosis</li><li>c. Identifying the patient's goals of care</li><li>d. Developing and agreeing a plan for care in partnership with the patient</li><li>e. Delivering comprehensive care in accordance with the agreed plan for health care</li><li>f. Recalling patients for follow-up health care when required</li><li>g. Reviewing and improving the processes of comprehensive care delivery</li><li>h. Receiving a current advance care plan and incorporating it into a patient's healthcare record</li></ul>

Item	Action
	<p>3.22 The healthcare service has processes to:</p> <ul style="list-style-type: none"> <li>a. Routinely ask if a patient is of Aboriginal and/or Torres Strait Islander origin</li> <li>b. Record this information in the patient's healthcare record</li> <li>c. Use this information to optimise the planning and delivery of health care</li> </ul>
Comprehensive care at the end of life	<p>3.23 The healthcare service supports its workforce to meet the individual needs of its patients, including those:</p> <ul style="list-style-type: none"> <li>a. with disability</li> <li>b. from diverse populations</li> </ul> <p>3.24 Healthcare providers use a healthcare service's processes that are consistent with the <i>National Consensus Statement: Essential elements for safe and high-quality end-of-life care</i> to:</p> <ul style="list-style-type: none"> <li>a. Identify patients who are at the end of life</li> <li>b. Use this information to plan and deliver health care</li> </ul>

## Communicating for safety

Communicating for safety aims to ensure timely, purpose-driven, effective communication and documentation that supports continuous, coordinated and safe care for patients.

### Consumer outcome

*My healthcare providers communicate with each other about my health care, so I receive the health care I need.*

Item	Action
Processes for effective communication	3.25 The healthcare service has processes that use at least three patient identifiers to ensure patients are correctly identified
	3.26 The healthcare service has processes to: <ul style="list-style-type: none"><li>a. Correctly match patients to their health care</li><li>b. Ensure essential information is documented in a patient's healthcare record</li></ul>
Communication to support patient referral and multidisciplinary collaboration	3.27 The healthcare service supports its healthcare providers to refer patients to other services and collaborate with other care providers by: <ul style="list-style-type: none"><li>a. Using best practice structured communication processes</li><li>b. Considering the patient's risks, goals and preferences for health care</li><li>c. Communicating information that is current, comprehensive and accurate</li></ul>
Maximising patient attendance	3.28 The healthcare service has effective communication processes to maximise patient attendance at planned appointments
Communication of critical information	3.29 The healthcare service uses its communication processes to effectively communicate critical information, alerts and risks, in a timely way, when they emerge or change to: <ul style="list-style-type: none"><li>a. Relevant healthcare providers involved in the patient's care</li><li>b. Patients, carers and families, in accordance with the patient's preferences</li></ul>
	3.30 The healthcare service has communication processes for patients, carers and families to directly communicate critical information and risks about health care to their healthcare providers



## Recognising and responding to serious deterioration and minimising harm

Healthcare services have systems in place to recognise and respond to serious deterioration in patients and escalate health care appropriately.

### Consumer outcome

*If my health deteriorates, I know I will receive the health care I need in a timely way.*

Item	Action
Recognising serious deterioration or distress and escalating care	<p>3.31 Healthcare providers use the healthcare service's processes to:</p> <ul style="list-style-type: none"> <li>a. Recognise deterioration in a patient's physical, mental or cognitive health</li> <li>b. Respond to a patient within their scope of clinical practice and call for emergency assistance</li> <li>c. Notify a patient's other relevant healthcare providers, carers or family when their health care is escalated</li> </ul>
Planning for safety	<p>3.32 The healthcare service:</p> <ul style="list-style-type: none"> <li>a. Has processes to respond to patients who are distressed, have expressed thoughts of self-harm or suicide, or have self-harmed</li> <li>b. Has processes to respond to patients who present a risk of harm to others</li> <li>c. Provides information on accessing other services to patients with healthcare needs beyond the scope of the service</li> <li>d. Has a process that supports crisis intervention that is aligned to legislation</li> </ul>

# Appendix 1: Not applicable actions

Not all actions within the Primary and Community Healthcare Standards will be applicable to every primary and community healthcare service. **Table 1** outlines the circumstances where it may not be necessary to implement individual actions of the Primary and Community Healthcare Standards.

Healthcare services implementing the Primary and Community Healthcare Standards should consider their individual circumstances in determining whether actions in the table below are not applicable. It is not intended that actions be implemented where they are not essential in the delivery of safe and high-quality care for patients or are beyond the scope of clinical practice of healthcare providers.

Large healthcare services, with multiple healthcare providers operating from different locations and delivering different levels of health care, may find that an action is not applicable in an area of service while remaining relevant in other parts of its service. In these cases, the action should be implemented in areas of the service where it is relevant, but not to the particular area of service where the action does not apply.

**Table 1:** Circumstances where actions are not applicable

<b>Action</b>		<b>Circumstances where actions are not applicable</b>
<b>Clinical Governance Standard</b>		
<i>Patient safety and quality systems</i>		
Healthcare records	1.13	Not applicable when My Health Record system is not in use.
	1.14	Not applicable when My Health Record system is not in use.
<b>Clinical Safety Standard</b>		
<i>Preventing and controlling infection</i>		
Aseptic technique	3.07	Not applicable where aseptic technique is not required in the delivery of health care.
Invasive medical devices	3.08	Not applicable when invasive medical devices are not used in the delivery of health care.
Reprocessing of reusable medical devices	3.13	Not applicable when sterile reusable critical medical instruments, equipment and devices are not used in the delivery of health care.
Antimicrobial stewardship	3.14	Not applicable when prescribing, supplying and/or administering antimicrobial medicines does not form part of a service's delivery of health care.
<i>Medication safety</i>		
Documentation, provision and access to medicines-related information	3.15	Not applicable when prescribing, supplying and/or administering medicines does not form part of a service's delivery of health care.
Safe and secure storage and supply of medicines	3.17	Not applicable when prescribing, supplying and/or administering medicines does not form part of a service's delivery of health care.
High-risk medicines	3.18	Not applicable when prescribing, supplying and/or administering medicines does not form part of a service's delivery of health care.
Comprehensive care at the end of life	3.24	Not applicable when end-of-life care does not form part of a service's delivery of health care.

# Glossary

Where appropriate, glossary definitions from external sources have been adapted to fit the context of the National Safety and Quality Primary and Community Healthcare Standards.

**advance care directive:** a type of written advance care plan recognised by common law or specific legislation that is completed and signed by a competent adult. It can record the person's preferences for future care, and appoint a substitute decision-maker to make decisions about health care and personal life management. In some states, these are known as advance health directives.<sup>14</sup> *see also* **advance care plan**

**advance care plan:** stated preferences about health and personal care, and preferred health outcomes. An advance care plan is usually the result of a process of planning for future health and personal care, whereby the person's values and preferences are made known so that they can guide decision-making at a future time when the person cannot make or communicate their decisions.<sup>14</sup> *see also* **advance care directive**

**adverse drug reaction:** a response to a medicine that is noxious and unintended, and occurs at doses normally used or tested in humans for the prophylaxis, diagnosis or therapy of disease, or for the modification of physiological function.<sup>15</sup> An **allergy** is a type of **adverse drug reaction**.

**adverse event:** an incident that results, or could have resulted, in harm to a patient or consumer. A near miss is a type of adverse event. *See also* **near miss**

**alert:** warning of a potential risk to a patient.

**allergy:** occurs when a person's immune system reacts to allergens in the environment that are harmless for most people.<sup>16</sup> Typical allergens include some medicines, foods and latex.<sup>16, 17</sup>

An allergen may be encountered through inhalation, ingestion, injection or skin contact.<sup>16</sup> A medicine allergy is one type of **adverse drug reaction**.

**allied health (professionals):** trained professionals who are not doctors, dentists or nurses.<sup>18</sup> Allied health professionals use evidence-based practices to prevent, diagnose and treat various conditions and illnesses; they often work in multidisciplinary health teams to provide specialised support to suit an individual's needs.<sup>19</sup> An allied health professional is a **healthcare provider**.

**antimicrobial:** a chemical substance that inhibits or destroys bacteria, parasites, viruses or fungi, and can be safely administered to humans and animals.<sup>20</sup>

**antimicrobial resistance:** failure of an antimicrobial to inhibit a microorganism at the antimicrobial concentrations usually achieved over time with standard dosing regimens.<sup>20</sup>

**antimicrobial stewardship:** an ongoing effort by a healthcare service to reduce the risks associated with increasing antimicrobial resistance and to extend the effectiveness of antimicrobial treatments. It may incorporate several strategies, including monitoring and review of antimicrobial use.<sup>20</sup>

**appropriate care:** patients are receiving the right care, and the right amount of care according to their needs and preferences, at the right time. The care offered should also be based on the best available evidence.<sup>21</sup>

**aseptic technique:** a set of practices aimed at minimising contamination and is particularly used to protect the patient from infection during procedures.<sup>22</sup>

**assessment:** a healthcare provider's evaluation of a disease or condition based on the patient's subjective report of the symptoms and course of the illness or condition, and their objective findings. These findings include data obtained through laboratory tests, physical examination and medical history; and information reported by carers, family members and other members of the healthcare team. The assessment is an essential element of a comprehensive care plan.<sup>23</sup>

**audit (clinical):** a systematic review of clinical care against a predetermined set of criteria.<sup>24</sup>

**Australian Charter of Healthcare Rights:** specifies the key rights of patients when seeking or receiving healthcare services. The second edition was launched in August 2019.<sup>9</sup>

**Australian Open Disclosure Framework:** endorsed by health ministers in 2013, it provides a framework for healthcare services and healthcare providers to communicate openly with patients when health care does not go to plan.<sup>3</sup>

**best possible medication history:** a list of all the medicines a patient is using at presentation. The list includes the name, dose, route and frequency of the medicine, and is documented on a specific form or in a specific place. All prescribed, over-the-counter and complementary medicines should be included. This history is obtained by a healthcare provider working within their scope of clinical practice who interviews the patient (and/or their carer) and is confirmed, where appropriate, by using other sources of medicines information.<sup>25</sup>

**best practice:** when the diagnosis, treatment or health care provided is based on the best available evidence, which is used to achieve the best possible outcomes for patients.

**best-practice guidelines:** a set of recommended actions that are developed using the best available evidence. They provide healthcare providers with evidence-informed recommendations that support clinical practice, and guide healthcare provider and patient decisions about appropriate health care in specific clinical practice settings and circumstances.<sup>26</sup>

**business decision-making:** decision-making regarding service planning and management for a healthcare service. It covers the purchase of equipment, fixtures and fittings; program maintenance; workforce training for safe handling of equipment; and all issues for which business decisions are taken that might affect the safety and wellbeing of patients, visitors and the workforce.

**carer:** a person who provides personal care, support and assistance to another individual who needs it because they have a disability, medical condition (including a terminal or chronic illness) or mental illness, or they are frail or aged. An individual is not a carer merely because they are a spouse, de facto partner, parent, child, other relative or guardian of an individual, or live with an individual who requires care. A person is not considered a carer if they are paid, a volunteer for an organisation, or caring as part of a training or education program.<sup>27</sup>

**clinical care standards:** nationally relevant standards developed by the Australian Commission on Safety and Quality in Health Care, and agreed by health ministers, that identify and define the health care people should expect to be offered or receive for specific conditions.

**clinical governance:** the set of relationships and responsibilities established by a healthcare service between regulators and funders, owners and managers and governing bodies (where relevant), healthcare providers, the workforce, patients, consumers and other stakeholders to ensure optimal clinical outcomes.<sup>4</sup> It ensures that:

- The community can be confident there are systems in place to deliver safe and high-quality health care
- There is a commitment to continuously improve services
- Everyone is accountable to patients and the community for ensuring the delivery of safe, effective and high-quality health care. This includes healthcare providers, other members of the workforce and managers, owners and governing bodies (where they exist).

Depending on the size of the healthcare service, multiple roles may be carried out by the same individual.

**clinical governance framework:** describes the processes and structures that are needed to deliver safe and high-quality health care.<sup>4</sup> These include:

- Governance, leadership and culture
- Patient safety and quality improvement systems
- Clinical performance and effectiveness
- Safe environment for the delivery of health care
- Partnering with consumers.

**clinical practice:** the assessment, diagnosis, treatment and health care delivered to a patient.

**clinician:** *see* **healthcare provider**

**cold chain management:** the system of transporting and storing temperature-sensitive medicines and vaccines, within their defined temperature range at all times, from point of origin (manufacture) to point of administration, to ensure that the integrity of the product is maintained.

**comprehensive care:** health care that is based on identified goals for the episode of care. These goals are aligned with the patient's expressed preferences and healthcare needs, consider the impact of the patient's health issues on their life and wellbeing, and are clinically appropriate.

**comprehensive care plan:** a document describing agreed goals of care, and outlining planned medical, nursing and allied health activities for a patient. Comprehensive care plans reflect shared decisions made with patients, carers and families about the tests, interventions, treatments and other activities needed to achieve the goals of care. The content of comprehensive care plans will depend on the setting and the service that is being provided, and may be called different things in different healthcare services. For example, a health care or clinical pathway for a specific intervention may be considered a comprehensive care plan.

**consumer:** a person who has used, or may potentially use, health services, or is a carer for a patient using health services.

**consumer advocate:** *see* **consumer representative**

**consumer representative:** a consumer who has taken up a specific role to provide advice on behalf of consumers, with the overall aim of improving health care.<sup>28</sup>

**cough etiquette:** *see* **respiratory hygiene and cough etiquette**

**critical equipment:** items that confer a high risk for infection if they are contaminated with any microorganism, and must be sterile at the time of use. They include any objects that enter sterile tissue or the vascular system, because any microbial contamination could transmit disease.<sup>22</sup>

**critical information:** information that has a considerable impact on a patient's health, wellbeing or ongoing care (physical or psychological). The availability of critical information may require a healthcare provider to reassess or change a patient's comprehensive care plan.

**cultural safety:** The former Australian Health Ministers' Advisory Council identifies that consumers are safest when healthcare providers have considered power relations, cultural differences and patients' rights.<sup>29</sup> Essential features of cultural safety are:

- An understanding of one's culture
- An acknowledgement of difference, and requirement that healthcare providers are actively mindful and respectful of difference(s)
- Informed by the theory of power relations; any attempt to depoliticise cultural safety is to miss the point
- An appreciation of the historical context of colonisation, the practices of racism at individual and institutional levels, and their impact on Aboriginal and Torres Strait Islander people's living and wellbeing, both in the present and past
- That its presence or absence is determined by the experience of the recipient of care and not defined by the healthcare provider.

The intent and the content of issues covered is consistent the Australian Health Practitioners' Regulation Agency's definition of cultural safety.

**decision support tools:** tools that can help healthcare providers and consumers to draw on available evidence when making clinical decisions. The tools have a number of formats. Some are explicitly designed to enable shared decision-making (for example, decision aids). Others provide some of the information needed for some components of the shared decision-making process (for example, risk calculators, evidence summaries), or provide ways of initiating and structuring conversations about health decisions (for example, communication frameworks, question prompt lists).<sup>30</sup> *See also* **shared decision making**

**disability:** The *Disability Discrimination Act 1992* (Cth) defines disability, in relation to a person, to mean:

- Total or partial loss of the person's bodily or mental functions; or
- Total or partial loss of a part of the body; or
- The presence in the body of organisms causing disease or illness; or
- The malfunction, malformation or disfigurement of a part of the person's body; or
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement that results in disturbed behaviour.<sup>31</sup>

The World Health Organization *International classification of functioning disability and health* recognises that disability is multidimensional and is the product of an interaction between attributes of an individual and features of the person's physical, social and attitudinal environment. It broadens the perspective of disability and allows for the examination of medical, individual, social and environmental influences on functioning and disability.<sup>32</sup>

**diverse backgrounds:** The varying social, economic and geographic circumstances of consumers who use, or may use, the services of a healthcare service, as well as their cultural backgrounds, disability status, religions, beliefs and practices, languages spoken, sexual orientation, gender identity and gender expression, and sex characteristics.

**end of life:** the period when a patient is living with, and impaired by, a fatal condition, even if the trajectory is ambiguous or unknown. This period may be years in the case of patients with chronic or malignant disease, or very brief in the case of patients who suffer acute and unexpected illnesses or events, such as sepsis, stroke or trauma.<sup>33</sup>

**environment:** the context or surroundings in which health care is delivered. Environment can also include other patients, consumers, visitors and the workforce.

**episode of care:** a health problem from its first encounter with a healthcare provider through to the completion of the last encounter.<sup>34</sup>

**goals of care:** clinical and other goals for a patient's episode of care that are determined in the context of a shared decision-making process.

**governance:** the set of relationships and responsibilities established by a healthcare service between its management, workforce and stakeholders (including patients and consumers). Effective governance provides a clear statement of individual accountabilities within the organisation to help align the roles, interests and actions of different participants in the organisation to achieve the organisation's objectives. Governance structures will be tailored to the size and complexity of an organisation.

**guidelines:** clinical practice guidelines are systematically developed statements to assist healthcare providers and consumer decisions about appropriate health care for specific circumstances.<sup>35</sup>

**hand hygiene:** a general term applying to processes aiming to reduce the number of microorganisms on hands. This includes: application of a waterless antimicrobial agent (e.g. alcohol-based hand rub) to the surface of the hands; and use of soap/solution (plain or antimicrobial) and water (if hands are visibly soiled) followed by patting dry with single-use towels.<sup>22</sup>

**healthcare identifiers:** are unique numbers assigned and used in health related information to clearly identify the patient, the treating professional and the organisation where healthcare is provided to reduce the potential for errors with healthcare related information and communication.<sup>36,37</sup> In Australia, the Healthcare Identifiers (HI) Service is a national system for uniquely identifying, healthcare providers, healthcare organisations and individuals receiving healthcare.<sup>36</sup>

These include:

- Individual Healthcare Identifier (IHI) – identifies a patient (individual) receiving healthcare. An IHI uniquely identifies individuals who receive healthcare, including Australian citizens, permanent residents and visitors to Australia
- Healthcare Provider Identifier – Individual (HPI-I) – identifies an individual healthcare provider who provides healthcare, such as general practitioners, allied health professionals, specialists, nurses, dentists and pharmacists, among others
- Healthcare Provider Identifier – Organisation (HPI-O) – identifies the healthcare provider organisation where healthcare is provided, such as hospitals, medical practices, pathology or radiology laboratories and pharmacies.<sup>36</sup>

Healthcare providers (*see definition*) must be registered with the HI Service and assigned healthcare identifiers to access a patient's My Health Record (*see definition*).<sup>38</sup>

**health care:** the prevention, treatment and management of illness and injury, and the preservation of mental and physical wellbeing through the services offered by healthcare providers.<sup>3</sup>

**healthcare service:** a separately constituted organisation that is responsible for implementing clinical governance, administration and financial management of a service unit or service units providing health care to patients. It can be in any location or setting, including pharmacies, clinics, outpatient facilities, hospitals, patients' homes, community and primary healthcare settings, practices and clinicians' rooms.



**health service organisation:** *see* **healthcare service**

**health practitioner:** *see* **healthcare provider**

**healthcare provider:** an individual who practises a profession relating to the provision of health care. Healthcare providers may be required maintain profession-specific registration with a national board under the National Registration and Accreditation Scheme or be self-regulated.<sup>39</sup> A healthcare provider may also be referred to as a health practitioner, clinician or profession-specific description.

**healthcare record:** a record of a patient's medical history, treatment notes, observations, correspondence, investigations, test results, photographs, prescription records and medication charts for an episode of care.

**healthcare record system:** a healthcare record and management system (that may be paper-based or electronic) that is used by healthcare providers in healthcare settings. Healthcare record information must be properly managed and safeguarded from start (record generation) to finish (record destruction) and the entire time in between.<sup>40</sup>

**health literacy:** the Australian Commission on Safety and Quality in Health Care separates health literacy into two components – individual health literacy and the health literacy environment.

Individual health literacy is the skills, knowledge, motivation and capacity of a consumer to access, understand, appraise and apply information to make effective decisions about health and health care, and take appropriate action.

The health literacy environment is the infrastructure, policies, processes, materials, people and relationships that make up the healthcare system, which affect the ways in which consumers access, understand, appraise and apply health-related information and services.<sup>41</sup>

**high-risk medicines:** medicines that have an increased risk of causing significant patient harm or death if they are misused or used in error. High-risk medicines may vary between healthcare settings, depending on the types of medicines used and patients treated. Errors with these medicines are not necessarily more common than with other medicines. Because they have a low margin of safety, the consequences of errors with high-risk medicines can be more devastating.<sup>42,43</sup> At a minimum, the following classes of high-risk medicines should be considered:

- Medicines with a narrow therapeutic index
- Medicines that present a high risk when other system errors occur, such as administration via the wrong route
- Schedule 8 medicines.

**hygienic environment:** an environment in which practical prevention and control measures are used to reduce the risk of infection from contamination by microbes.

**incident:** an event or circumstance that resulted, or could have resulted, in unintended or unnecessary harm to a patient or consumer; or a complaint, loss or damage. An incident may also be a near miss. *See also* **near miss**

**infection:** an infection occurs when a microorganism enters the body, increases in number and causes a reaction in the body.<sup>44</sup> This may cause tissue injury and disease.<sup>45</sup>

**information communications technology:** Diverse set of technological tools and resources used to transmit, store, create, share or exchange information. These technological tools and resources include computers, the Internet, live broadcasting technologies, recorded broadcasting technologies and telephony.<sup>46</sup>

**informed consent:** a process of communication between a patient and healthcare provider about options for treatment, health care processes or potential outcomes.<sup>47</sup> This communication results in the patient's authorisation or agreement to undergo a specific intervention or participate in planned care.<sup>47</sup> The communication should ensure that the patient has an understanding of the health care they will receive, all the available options and the expected outcomes, including success rates and side effects for each option.<sup>48</sup>

**injury:** damage to tissues caused by an agent or circumstance.<sup>49</sup>

**invasive medical devices:** devices inserted through skin, mucosal barrier or internal cavity, including central lines, peripheral lines, urinary catheters, chest drains, peripherally inserted central catheters and endotracheal tubes.

**jurisdictional requirements:** systematically developed statements from state and territory governments about appropriate healthcare or service delivery for specific circumstances.<sup>35</sup> Jurisdictional requirements encompass a number of types of documents from state and territory governments, including legislation, regulations, guidelines, policies, directives and circulars. Terms used for each document may vary by state and territory.

**leadership:** having a vision of what can be achieved, and then communicating this to others and evolving strategies for realising the vision. Leaders motivate people, and can negotiate for resources and other support to achieve goals.<sup>50</sup>

**local community:** the people living in a defined geographic region or from a specific group who receive services from a healthcare service.

**mandatory:** required by law or mandate in regulation, policy or other directive; compulsory.<sup>51</sup>

**medicine:** a chemical substance given with the intention of preventing, diagnosing, curing, controlling or alleviating disease, or otherwise improving the physical or mental wellbeing of people. These include prescription, non-prescription, investigational, clinical trial and complementary medicines, irrespective of how they are administered.<sup>52</sup>

**medicine-related event:** any event involving treatment with a medicine that has a negative effect on a patient's health or prevents a positive outcome. Consideration should be given to disease-specific, laboratory test-specific and patient-specific information. Medicine-related problems include issues with medicines such as:

- Underuse
- Overuse
- Use of inappropriate medicines (including therapeutic duplication)
- Adverse drug reactions, including interactions (medicine–medicine, medicine–disease, medicine–nutrient, medicine–laboratory test)
- Noncompliance.<sup>53,54</sup>

**medicines list:** a way to keep all the information about medicines a person takes together.<sup>55</sup>

A medicines list contains, at a minimum:

- All medicines a patient is taking, including over-the-counter, complementary, prescription and non-prescription medicines; for each medicine, the medicine name, form, strength and directions for use must be included<sup>56</sup>
- Any medicines that should not be taken by the patient, including those causing allergies and adverse drug reactions.

Ideally, a medicines list also includes the intended use (indication) for each medicine.<sup>57</sup>

**multidisciplinary collaboration:** a process where healthcare providers from different disciplines and/or healthcare services share clinical information to optimise the delivery of comprehensive care for a patient.<sup>58</sup>

**My Health Record:** the secure online summary of a consumer's health information, managed by the System Operator of the national My Health Record system (the Australian Digital Health Agency). Healthcare providers are able to share health clinical documents to a consumer's My Health Record, according to the consumer's access controls. These may include information on medical history and treatments, diagnoses, medicines and allergies.<sup>59</sup>

**near miss:** an incident or potential incident that was averted and did not cause harm, but had the potential to do so.<sup>60</sup>

**open disclosure:** an open discussion with a patient and carer about an incident that resulted in harm to the patient while receiving health care. The criteria of open disclosure are an expression of regret, and a factual explanation of what happened, the potential consequences, and the steps taken to manage the event and prevent recurrence.<sup>61</sup>

**orientation:** a formal process of informing and training a worker starting in a new position or beginning work for an organisation, which covers the policies, processes and procedures applicable to the organisation.

**outcome:** the status of an individual, group of people or population that is wholly or partially attributable to an action, agent or circumstance.<sup>61</sup>

**partnership:** a situation that develops when patients and consumers are treated with dignity and respect, when information is shared with them, and when participation and collaboration in healthcare processes are encouraged and supported to the extent that patients and consumers choose. Partnerships can exist in different ways in a healthcare service, including at the level of individual interactions; at the level of a service, department or program; and at the level of the organisation. They can also exist with consumers and groups in the community. Generally, partnerships at all levels are necessary to ensure that the healthcare service is responsive to patient and consumer input and needs, although the nature of the activities for these different types of partnership will depend on the context of the healthcare service.

**patient:** a person who is receiving health care from a healthcare service.

**patient identifiers:** items of information for use in identification of a patient, including family and given names, date of birth, sex, address, healthcare record number and Individual Healthcare Identifier.

**person-centred care:** an approach to the planning, delivery and evaluation of health care that is founded on mutually beneficial partnerships among healthcare providers and patients.<sup>62</sup> Person-centred care is respectful of, and responsive to, the preferences, needs and values of patients and consumers. Key dimensions of person-centred care include respect, emotional support, physical comfort, information and communication, continuity and transition, care coordination, involvement of carers and family, and access to care.<sup>6</sup> Also known as patient-centred care or consumer-centred care.

**point of care:** the time and location of an interaction between a patient and a healthcare provider for the purpose of delivering health care.

**policy:** a set of principles that reflect the organisation's mission and direction.

**primary health care:** Primary health care is generally the first point of contact for individuals, families and communities with health services and brings health care as close as possible to where people live and work.<sup>1</sup> It constitutes a large and essential part of the health care system.<sup>1</sup> Primary health care includes health promotion, prevention, early intervention, treatment of acute conditions, management of chronic conditions and end of life care.<sup>2</sup>

**procedure:** the set of instructions to make policies and protocols operational, which are specific to an organisation.

**process:** a series of actions or steps taken to achieve a particular goal.<sup>63</sup>

**program:** an initiative, or series of initiatives, designed to deal with a particular issue, with resources, a time frame, objectives and deliverables allocated to it.

**protocol:** an established set of rules used to complete tasks or a set of tasks.

**quality improvement:** the combined efforts of the workforce and others – including consumers, patients and their families, researchers, planners and educators – to make changes that will lead to better patient outcomes (health), better system performance (care) and better professional development.<sup>64</sup> Quality improvement activities may be undertaken in sequence, intermittently or continually.

**regularly:** occurring at recurring intervals. The specific interval for regular review, evaluation, audit or monitoring needs to be determined for each case. In the Primary and Community Healthcare Standards, the interval should be consistent with best practice, risk based, and determined by the subject and nature of the activity.

**reports (on patients):** Documentation and information relating to a patient's health care e.g. patient records, referrals and scans.

**respiratory hygiene and cough etiquette:** A combination of measures designed to minimise the transmission of respiratory pathogens via droplet or airborne routes in healthcare settings.<sup>65</sup>

**reusable device:** a medical device that is designated by its manufacturer as suitable for reprocessing and reuse.<sup>66</sup>

**risk:** the chance of something happening that will have a negative impact. Risk is measured by the consequences of an event and its likelihood.

**risk assessment:** assessment, analysis and management of risks. It involves recognising which events may lead to harm in the future, and minimising their likelihood and consequences.<sup>67</sup>

**risk management:** the design and implementation of a program to identify and avoid or minimise risks to patients, employees, volunteers, visitors and the organisation.

**safety culture:** a product of individual and group values, attitudes, perceptions, competencies and patterns of behaviour that determine the commitment to, and the style and proficiency of an organisation's health and safety management. Positive patient safety cultures have strong leadership that drives and prioritises safety as well as:

- Shared perceptions of the importance of safety
- Constructive communication
- Mutual trust
- A workforce that is engaged and always aware that things can go wrong
- Acknowledgement at all levels that mistakes occur
- Ability to recognise, respond to, give feedback about, and learn from, adverse events.

**scope of clinical practice:** the extent of an individual healthcare provider's approved clinical practice, based on the individual's skills, knowledge, professional registration (where applicable), performance and professional suitability, and the needs and service capability of the organisation.<sup>68</sup>

**screening:** a process of identifying patients who are at risk, or already have a disease or injury. Screening requires enough knowledge to make a clinical judgement.<sup>69</sup>

**self-harm:** includes self-poisoning, overdoses and minor injury, as well as potentially dangerous and life-threatening forms of injury. Self-harm is a behaviour and not an illness. People self-harm to cope with distress or to communicate that they are distressed.<sup>70</sup>

**serious deterioration:** physiological, psychological or cognitive changes that may indicate a worsening of the patient's health status.

**service context:** the particular context in which health care is delivered. Health service delivery occurs in many different ways, and the service context will depend on the organisation's function, size and organisation of care regarding service delivery mode, location and workforce.<sup>71</sup>

**shared decision making:** a consultation process in which a healthcare provider and a patient jointly participate in making a health decision, having discussed the options, and their benefits and harms, and having considered the patient's values, preferences and circumstances.<sup>30</sup>

**standard:** agreed attributes and processes designed to ensure that a product, service or method will perform consistently at a designated level.<sup>49</sup>

**standard national terminologies:** a structured vocabulary used in clinical practice to accurately describe the care and treatment of patients. Healthcare providers around the world use specialised vocabulary to describe diseases, operations, clinical procedures, findings, treatments and medicines. In Australia, terminologies include SNOMED CT-AU and Australian Medicines Terminology.<sup>72</sup> Standard national terminologies are also referred to as clinical terminologies.

**standard precautions:** work practices that provide a first-line approach to infection prevention and control, and are used for the care and treatment of all patients.<sup>22</sup> Standard precautions include: hand hygiene, use of personal protective equipment (masks, gloves, gowns, protective eyewear) to prevent blood or bodily fluid exposure, routine environmental cleaning aligned to risk, safe use and disposal of sharps, reprocessing of reusable equipment and devices, respiratory hygiene and cough etiquette (including physical distancing), aseptic technique, linen and waste management.<sup>22</sup>

**substitute decision-maker:** a person appointed or identified by law to make health, medical, residential and other personal (but not financial or legal) decisions on behalf of a patient whose decision-making capacity is impaired. A substitute decision-maker may be appointed by the patient, appointed for (on behalf of) the person, or identified as the default decision-maker by legislation, which varies by state and territory.<sup>23</sup>

**supported decision making:** enables a person with cognitive impairment to remain involved in decisions about their health care rather than having their decision-making capacity removed.<sup>73</sup>

**system:** the resources, policies, processes and procedures that are organised, integrated, regulated and administered to accomplish a stated goal. A system:

- Brings together risk management, governance, and operational processes and procedures, including education, training and orientation
- Deploys an active implementation plan; feedback mechanisms include agreed protocols and guidelines, decision support tools and other resource materials
- Uses several incentives and sanctions to influence behaviour and encourage compliance with policy, protocol, regulation and procedures.

The workforce is both a resource in the system and involved in all elements of systems development, implementation, monitoring, improvement and evaluation.

**telehealth:** the use information and communications technologies (ICTs) to deliver health services and transmit health information over both long and short distances.<sup>74</sup>

**timely (communication):** communication of information within a reasonable time frame. This will depend on how important or time critical the information is to a patient's ongoing health care or wellbeing, the context in which the service is provided and the clinical acuity of the patient.

**training:** the development of knowledge and skills.

**transitions of care:** situations when all or part of a patient's care is transferred between healthcare locations, providers, or levels of care within the same location, as the patient's conditions and care needs change.<sup>75</sup>

**transmission-based precautions:** extra work practices used in situations when standard precautions alone may not be enough to prevent transmission of infection. Transmission-based precautions are used in conjunction with standard precautions and include droplet, contact and airborne precautions or a combination of these precautions based on the route of transmission of infection.<sup>22</sup>

**unwarranted variation:** where variation is not due to difference in patients' clinical needs or preferences. Unwarranted variation represents an opportunity for improvement.

**variation:** a difference in healthcare processes or outcomes, compared to peers or to a standard such as an evidence based guideline recommendation.<sup>21</sup>

**workforce:** all people working in a healthcare service, including healthcare providers and any other employed or contracted, locum, agency, student, volunteer or peer workers. The workforce can be members of the healthcare service or medical company representatives providing technical support who have assigned roles and responsibilities for care of, administration of, support of, or involvement with patients in the healthcare service. *See also healthcare provider*

# References

1. World Health Organization, editor. Declaration of Alma-Ata. International Conference on Primary Health Care; 1978 12 September 1978; Alma-Ata USSR: World Health Organization.
2. Australian Institute of Health and Welfare. Australia's health 2018. Australia's health series. Canberra: AIHW; 2018.
3. Australian Commission on Safety and Quality in Health Care. Australian Open Disclosure Framework. Sydney: ACSQHC; 2013.
4. Australian Commission on Safety and Quality in Health Care. National Model Clinical Governance Framework. Sydney: ACSQHC; 2017.
5. Institute for Patient- and Family-Centred Care. Advancing the practice of patient- and family-centred care in primary care and other ambulatory settings: how to get started. Bethesda: IPFCC; 2008.
6. Australian Commission on Safety and Quality in Health Care. Patient-centred Care: Improving quality and safety through partnerships with patients and consumers. Sydney: ACSQHC; 2011.
7. Doyle C, Lennox L, Bell D. A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. *BMJ Open*. 2013 Jan 3;3(1).
8. Rathert C, Wyrwich MD, Boren SA. Patient-centered care and outcomes: a systematic review of the literature. *Med Care Res Rev*. 2013 Aug;70(4):351-379.
9. Australian Commission for Safety and Quality in Health Care. Australian Charter of Healthcare Rights. [Internet] Sydney: ACSQHC; 2019 [cited 21/11/2019] Available from: <https://www.safetyandquality.gov.au/australian-charter-healthcare-rights>.
10. Roughead EE, Semple SJ, Rosenfeld E. Literature Review: Medication Safety in Australia [Internet]: Australian Commission on Safety and Quality in Health Care; 2013 Available from: <https://www.safetyandquality.gov.au/wp-content/uploads/2013/08/Literature-Review-Medication-Safety-in-Australia-2013.pdf>.
11. Roughead E, Semple S, Rosenfeld E. Medication safety in acute care in Australia: where are we now? Part 1: a review of the extent and causes of medication problems 2002–2008. *Aust New Zealand Health Policy*. 2009;6(1):1-12.
12. Buist M, Bernard S, Nguyen TV, Moore G, Anderson J. Association between clinical abnormal observations and subsequent in-hospital mortality: a prospective study. *Resuscitation*. 2004;62:137-141.
13. Calzavacca P, Licari E, Tee A, Egi M, Downey A, Quach J, et al. The impact of Rapid Response System on delayed emergency team activation patient characteristics and outcomes--a follow-up study. *Resuscitation*. 2010 Jan;81(1):31-35.
14. Australian Commission on Safety and Quality in Health Care. National Consensus Statement: Essential elements for safe and high-quality end-of-life care. [Internet] Sydney: ACSQHC; 2015 Available from: <https://www.safetyandquality.gov.au/publications-and-resources/resource-library/national-consensus-statement-essential-elements-safe-and-high-quality-end-life-care>.
15. Australian Commission on Safety and Quality in Health Care. National medication safety and quality scoping study committee report. ACSQHC 2009.

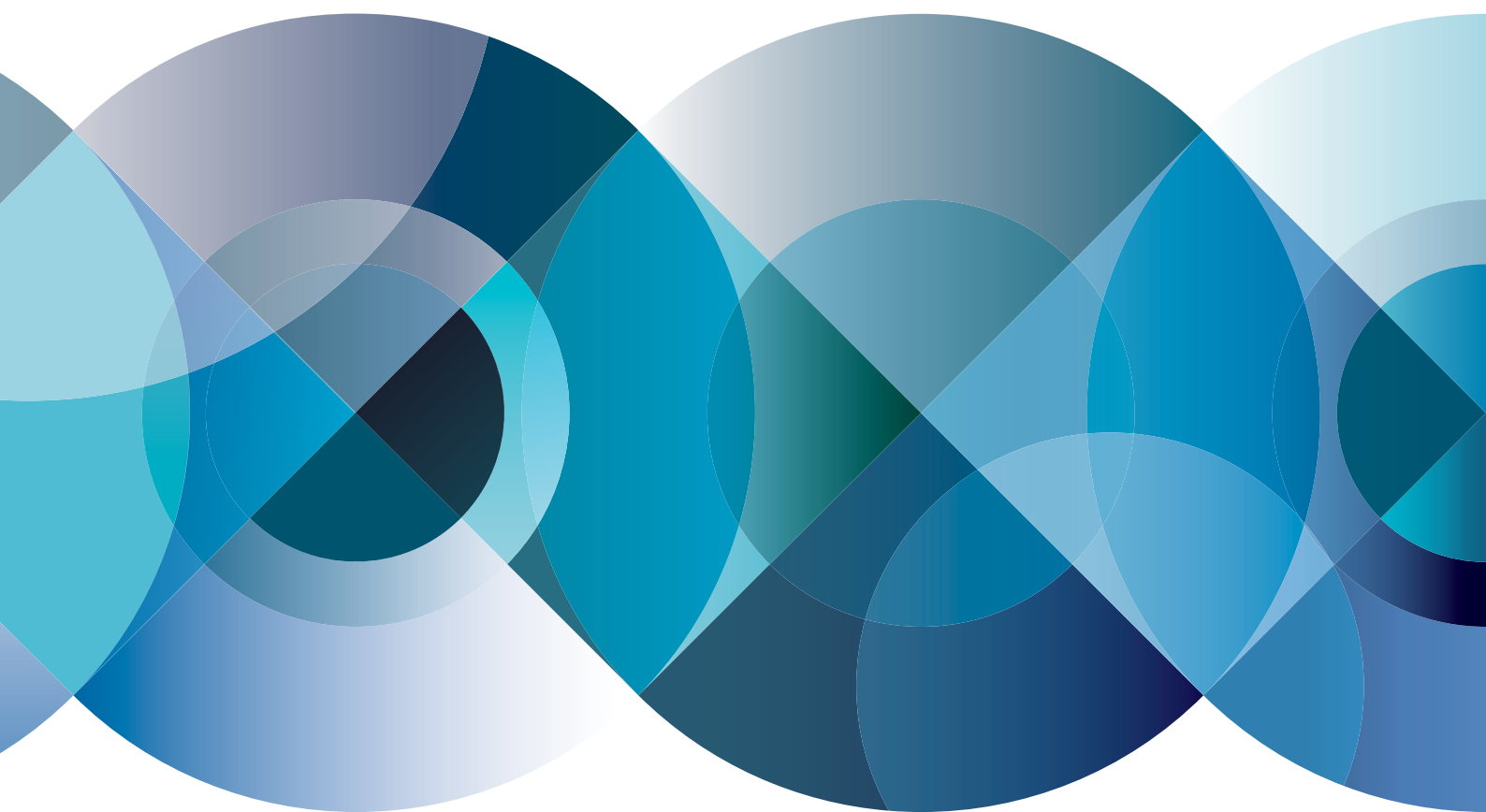
16. Australian Society of Clinical Immunology and Allergy. What is allergy? Information for patients, consumers and carers ASCIA, 2019.
17. Australian Society of Clinical Immunology and Allergy. Latex Allergy. Information for patients, consumers and carers. ASCIA, 2019.
18. Healthdirect. Allied health. [Internet] [cited 16 April 2021] Available from: <https://www.healthdirect.gov.au/allied-health>.
19. Australian Government. About allied health. [Internet] [cited 16 April 2020] Available from: <https://www.health.gov.au/health-topics/allied-health/about>.
20. Australian Commission for Safety and Quality in Health Care. AURA 2019: third Australian report on antimicrobial use and resistance in human health. Sydney ACSQHC, 2019.
21. Australian Commission on Safety and Quality in Health Care. National Safety and Quality Health Service Standards: User Guide for the Review of Clinical Variation in Health Care. Sydney: ACSQHC, 2020.
22. National Health and Medical Research Council. Australian Guidelines for the Prevention and Control of Infection in Healthcare. Canberra: NHMRC, 2019.
23. Australian Commission on Safety and Quality in Health Care. A better way to care: safe and high-quality care for patients with cognitive impairment (dementia and delirium) in hospital. Sydney: ACSQHC, 2014.
24. Australian Commission on Safety and Quality in Health Care. Safety and Quality Improvement Guide Standard 6: Clinical Handover. Sydney: ACSQHC; 2012.
25. The High 5's Project Standard Operating Protocol for Medication Reconciliation. Assuring Medication Accuracy at Transitions of Care: Medication Reconciliation. World Health Organization; 2014.
26. Graham ID, Harrison MB. Evaluation and adaptation of clinical practice guidelines. 2005;8(3):68-72.
27. Carer Recognition Act, (2010).
28. Health Consumers NSW. The role of health consumer representatives. [Internet] [cited 13 March] Available from: <https://www.hcnsw.org.au/consumers-toolkit/the-role-of-health-consumer-representatives/>.
29. Australian Health Ministers' Advisory Council's National Aboriginal and Torres Strait Islander Health Standing Committee. Cultural Respect Framework 2016-2026 for Aboriginal and Torres Strait Islander Health. Australian Health Ministers' Advisory Council; 2016.
30. Hoffman T, Legare F, Simmons M, McNamara K, McCaffery K, Trevena L, et al. Shared decision making: What do clinicians need to know and why should they bother? Medical Journal of Australia. 2014;201(1):35-39.
31. Disability Discrimination Act, (1992).
32. World Health Organization. Toward a common language for functioning, disability and health: The International Classification of functioning, disability and health Geneva: 2002.
33. General Medical Council. Treatment and care towards the end of life: good practice in decision making. [Internet] [cited 16 July ] Available from: [http://www.gmc-uk.org/guidance/ethical\\_guidance/end\\_of\\_life\\_care.asp](http://www.gmc-uk.org/guidance/ethical_guidance/end_of_life_care.asp).
34. Lamberts H, Hofmans-Okkes I. Episode of care: a core concept in family practice. The Journal of family practice. 1996 Feb;42(2):161-167.



35. Field M, Lohr K, editors. Guidelines for clinical practice: from development to use. Washington DC: National Academy Press; 1992.
36. Australian Digital Health Agency. Registration overview. [Internet] [cited 12 March 2020] Available from:  
<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/registration-overview>.
37. Healthcare Identifiers Act 2010, (2010).
38. Services Australia. About the HI Service. [Internet] 2019 [cited 12 March] Available from:  
<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/healthcare-identifiers-service-health-professionals/about/about-hi-service>.
39. Government of Western Australia Department of Health. Allied Health and Health Science Regulated and Self-regulating Professions. [Internet][cited 8 September 2021] Available from:  
[https://www2.health.wa.gov.au/Articles/A\\_E/Allied-Health-and-Health-Science-Regulated-and-Self-regulating-Professions](https://www2.health.wa.gov.au/Articles/A_E/Allied-Health-and-Health-Science-Regulated-and-Self-regulating-Professions).
40. Virtue T, Rainey J. Chapter 2 - Healthcare Industry. In: Virtue T, Rainey J, editors. HCISPP Study Guide. Boston: Syngress; 2015. p. 5-31.
41. Australian Commission on Safety and Quality in Health Care. Health literacy: Taking action to improve safety and quality. Sydney: ACSQHC; 2014.
42. Cohen MR. Medication Errors. Washington, DC: American Pharmacists Association; 2007.
43. Institute for Safe Medication Practices. ISMP's List of High- Alert Medications. [Internet]: Institute for Safe Medication Practices; 2008 [cited 20 April ] Available from:  
<http://www.ismp.org/Tools/highalertmedications.pdf>.
44. Centers for Disease Control and Prevention. Infection Control. [Internet] 2016 [cited 12 May 2021] Available from:  
<https://www.cdc.gov/infectioncontrol/spread/index.html>.
45. Cruickshank M, Ferguson J, editors. Reducing Harm to Patients from Health Care Associated Infection: The Role of Surveillance. Sydney: ACSQHC; 2008.
46. UNESCO Institute of Statistics. Information and communication technologies (ICT). [Internet]: UNESCO; 2020 [cited 12 August 2020] Available from:  
<http://uis.unesco.org/en/glossary-term/information-and-communication-technologies-ict>.
47. American Medical Association. Informed consent. [Internet] [cited 13 March ] Available from:  
<https://www.ama-assn.org/delivering-care/ethics/informed-consent>.
48. Carey-Hazell K. Improving patient information and decision making. The Australian Health Consumer. 1 June 2005.
49. Runciman WB. Shared meanings: preferred terms and definitions for safety and quality concepts. The Medical Journal of Australia. 2006;184 (10):S41-S43.
50. World Health Organisation. Leadership and Management. Operations Manual for Delivery of HIV Prevention, Care and Treatment at Primary Health Centres in High-Prevalence, Resource-Constrained Settings. Switzerland: WHO Press; 2008.
51. Lexico. Mandatory. [Internet] 2020 [cited 13 March ] Available from:  
<https://www.lexico.com/en/definition/mandatory>.
52. Australian Pharmaceutical Advisory Council. Guiding principles for medication management in the community. Canberra: Commonwealth of Australia; 2006.

53. American Society of Health-System Pharmacists. ASHP guidelines on a standardized method for pharmaceutical care. American Journal of Health-System Pharmacy. 1996;53:1713–1716.
54. American Society of Hospital Pharmacists. ASHP statement on pharmaceutical care. American Journal of Hospital Pharmacy. 1993;50:1720–1723.
55. Medicinewise N. Keeping a medicines list. [Internet] 2017 [cited 13 March] Available from: <https://www.nps.org.au/consumers/keeping-a-medicines-list#how-will-a-medicines-list-help-me?%C2%A0>.
56. Australian Pharmaceutical Advisory Council. Guiding principles to achieve continuity in medication management. Canberra: Commonwealth of Australia; 2005.
57. NPS Medicinewise. Medicines List. NPS Medicinewise; 2018.
58. Saint-Pierre C, Herskovic V, Sepúlveda M. Multidisciplinary collaboration in primary care: a systematic review. Family Practice. 2017;35(2):132-141.
59. Australian Digital Health Agency. What is My Health Record? [Internet] 2020 [cited 12 March] Available from: <https://www.myhealthrecord.gov.au/for-healthcare-professionals>.
60. Barach P, Small SD. Reporting and preventing medical mishaps: lessons from non-medical near miss reporting systems. Bmj. 2000 Mar 18;320(7237):759-763.
61. Australian Commission on Safety and Quality in Health Care. Open Disclosure Standard. Sydney: ACSQHC; 2008.
62. Institute for patient- and family-centered care. Patient- and Family-Centered Care. [Internet] [cited 13 March] Available from: <https://www.ipfcc.org/about/pfcc.html>.
63. Lexico. Process. [Internet] [cited 13 March ] Available from: <https://www.lexico.com/en/definition/process>.
64. Batalden P, Davidoff F. What is “quality improvement” and how can it transform healthcare? Quality and Safety in Health Care. 2007;16(1):2-3.
65. National Health and Medical Research Council. Australian Guidelines for the Prevention and Control of Infection in Healthcare. [Internet] Canberra: NHMRC; 2019 Available from: <https://www.nhmrc.gov.au/health-advice/public-health/preventing-infection>.
66. Standards Australia. AS/NZS 4187:2014 Reprocessing of reusable medical devices in health service organisations Sydney: Standards Australia; 2014.
67. National Patient Safety Agency. Healthcare risk assessment made easy London, UK: NHS; 2007.
68. Australian Commission on Safety and Quality in Health Care. Safety and Quality Improvement Guide Standard 1: Governance for Safety and Quality in Health Service Organisations Sydney: ACSQHC; 2012.
69. Australian Wound Management Association. Pan Pacific Clinical Practice Guideline for the Prevention and Management of Pressure Injury. Osborne Park, WA: Cambridge Media; 2012.
70. Royal Australian and New Zealand College of Psychiatrists. Self-harm: Australian treatment guide for consumers and carers. Melbourne: RANZCP; 2009.
71. Australian Commission on Safety and Quality in Health Care. OSSIE Guide to Clinical Handover Improvement. Sydney: ACSQHC, 2010.
72. Australian Digital Health Agency. Clinical Terminology. [Internet]: ADHA; [cited 12 March] Available from:

- <https://www.digitalhealth.gov.au/newsroom/product-releases/new-national-clinical-terminology-service-website>.
73. Australian Commission for Safety and Quality in Health Care. NSQHS Standards user guide for health service organisations providing care for patients with cognitive impairment or at risk of delirium. [Internet] Sydney: ACSQHC; 2019 Available from: <https://www.safetyandquality.gov.au/publications-and-resources/resource-library/nsqhs-standards-user-guide-health-service-organisations-providing-care-patients-cognitive-impairment-or-risk-delirium>.
  74. The Department of Health. Telehealth. [Internet] Canberra: Australian Government;; 2020 [cited 12 August 2020] Available from: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/e-health-telehealth>.
  75. National Transitions of Care Coalition. Transitions of Care Measures: Paper by the NTOCC Measures Work Group. Washington DC; 2008.



**AUSTRALIAN COMMISSION**  
ON **SAFETY** AND **QUALITY** IN HEALTH CARE

Level 5, 255 Elizabeth Street, Sydney NSW 2000  
GPO Box 5480, Sydney NSW 2001

**PHONE:** (02) 9126 3600



**@ACSQHC**

**[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)**