



National Standard 9: Recognising and Responding to Clinical Deterioration in Acute Health Care

Our commitment

- To provide appropriate and timely care to patients whose condition is deteriorating.

What you can do:

- Let us know if you do not feel well or your condition has changed
- Let us know if something has been missed or an error has been made.



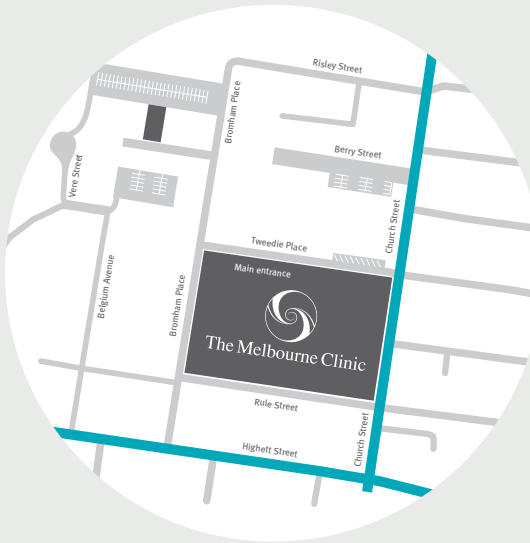
National Standard 10: Preventing Falls and Harm from Falls

Our commitment

- To reduce the incidence of patient falls and minimise harm from falls.

What you can do:

- Press the call bell when you need help
- Turn on your light so you can see clearly
- Keep the environment free of clutter, especially the floor
- Don't walk in bare feet or socks – wear supportive, flat, non-slip footwear
- Use a walking aid if you have one, and glasses or hearing aid if you wear them.



The Melbourne Clinic

130 Church Street,
Richmond VIC 3121

Phone: 03 9429 4688 | Fax: 03 9427 7558

www.themelbourneclinic.com.au

A Healthscope hospital.

ABN 85 006 405 152



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The Melbourne Clinic

National Safety and Quality Health Service Standards

Information for patients, carers,
family and support persons



The National Safety and Quality Health Service Standards provide a quality assurance mechanism to ensure minimum standards of safety and quality are met, and a quality improvement mechanism that allows health services to realise aspirational or developmental goals.

The standards are integral to the accreditation process undergone by all health services as they determine how and against what an organisation's performance will be assessed.

The Melbourne Clinic is fully accredited against these standards. For more information please visit:

<http://www.healthscopehospitals.com.au/index.php/quality/my-healthscope>

The 10 National Standards



National Standard 1: Governance for Safety and Quality

Our commitment

- To provide the safety and quality governance framework that maintain and improve the reliability and quality of patient care and outcomes.

What you can do:

- Be aware of your healthcare rights for access, safety, communication, privacy, participation and comment
- Ask for a copy of the Patient Rights and Responsibility Brochure if you have not already received one in your Admission Pack.



National Standard 2: Partnering with Consumers

Our commitment

- To provide the framework for active partnership with consumers
- To be responsive to patient and carer input and needs.

What you can do:

- Be actively engaged in your care, including bedside handover and decisions about your treatment
- Where appropriate, encourage family and support people to be involved in your care
- Provide feedback verbally or in writing
- Participate in patient surveys.



National Standard 3: Preventing and Controlling Healthcare Associated Infections

Our commitment

- To minimise the risk for patients in acquiring preventable health care associated infections and to effectively manage infections when they occur.

What you can do:

- Remove germs by hand washing
- Ask staff if they have washed their hands
- Ask family and friends not to visit if they are feeling unwell.



National Standard 4: Medication Safety

Our commitment

- To implement systems to reduce the occurrence of medication incidents and improve the safety and quality of medication use
- To ensure competent clinicians safely prescribe, dispense and administer appropriate medicines to informed patients.

What you can do:

- On admission, let us know what medications you take at home, or have brought with you
- Let us know if you have allergies or reactions to medicines
- Before you go home, make sure you have a list of your medications and information about the use and side effects.



National Standard 5: Patient Identification and Procedure Matching

Our commitment

- To correctly identify all patients whenever care is provided and correctly match patients to their intended treatment.

What you can do:

- Check that the information on your ID band is correct, and ensure that you wear it at all times.



National Standard 6: Clinical Handover

Our commitment

- To ensure there is timely, relevant and structured clinical handover that supports safe patient care.

What you can do:

- Ensure that information about you is up to date and let us know of any changes
- Participate in the daily Bedside Handover, where you can ask questions and clarify information.



National Standard 7: Blood and Blood Products

This standard is not applicable because the hospital does not handle blood and blood products.



National Standard 8: Preventing and Managing Pressure Injuries

Our commitment

- To prevent patients from developing pressure injuries and effectively managing pressure injuries when they do occur.

What you can do:

- Remember that anyone is at risk of a pressure injury
- Care for yourself by exercising/moving as much as possible
- Keep your skin clean and moisturised to prevent flaking
- Eat a healthy, balanced diet.

