



National Standard 6: Communicating for Safety

Our commitment:

- To ensure there is timely, relevant and structured clinical handover that supports safe patient care.
- To have systems and strategies in place that support effective communication between patients, carers, families and the multidisciplinary team to guarantee safe patient care.

What you can do:

- Participate in the Bedside Handover, where you can ask questions and clarify information.
- Check that the information on your ID band is correct, and ensure that you wear it at all times.



National Standard 7: Blood Management

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



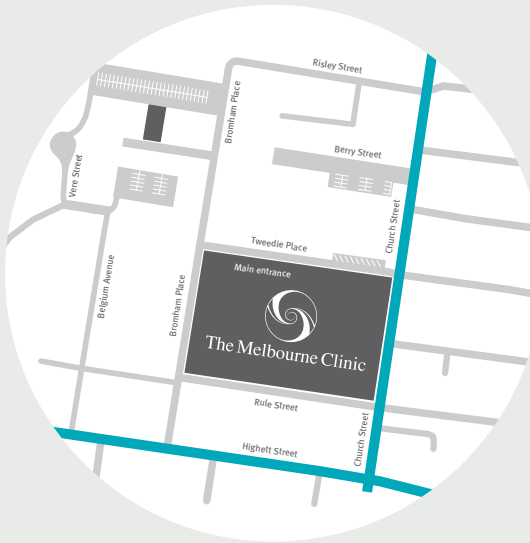
National Standard 8: Recognising and Responding to Acute Deterioration

Our commitment:

- To have systems in place that support the early recognition of deterioration in a patients health.
- To provide appropriate and timely care to patients whose physical, mental or cognitive 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.
- To have systems in place that advise patients, carers, families and visitors how to alert our staff about any clinical deterioration.



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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 provide the criteria by which performance is 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 8 National Standards



National Standard 1: Clinical Governance

Our commitment:

- To provide the clinical governance and safety and quality systems that maintain and improve the reliability and quality of patient care and outcomes.
- To provide an environment that promotes safe and high quality care.

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 systems and strategies to help patients, carers and families to be partners in their care.
- To be responsive to patients, carers and families feedback on the design of the hospital services and evaluation of our performance.
- To communicate with our consumers in a way that supports effective relationships.

What you can do:

- Be actively engaged in your care, including bedside handover, care planning 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 their use and side effects.



National Standard 5: Comprehensive Care

Our commitment:

- To provide integrated screening, assessment and risk identification processes.
- To collaboratively develop a comprehensive, individualised care plan with our patients.
- To deliver care based on the comprehensive care plan.
- To minimise the risk of harm in identified areas.
- To reduce the incidence of patient falls and minimise harm from falls.
- To prevent patients from developing pressure injuries and effectively managing pressure injuries when they do occur.

What you can do:

- Engage with our staff during the screening process so that your clinical risks and goals are identified.
- Collaborate with staff to develop and evaluate your care plan.
- Communicate with staff about any changes to your current health.

