



Section: Leadership and Management
Procedure Title: Appeals – QALS

Procedure No. 42077/v1/08/2008

Review Officer: QALS Manager

Review Summary: [2nd Version Review Summary](#)

Applicable To: All Staff and PSPs

Last Review Date: 08 2008

Next Review Date: 08 2010

Authority: QALS Advisory Committee

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Signature of Authorised Officer

Replaces: 42077v1

Key Words: Appeals

References:

Purpose:

To ensure a recognised and documented routine is followed if an appeal should be raised.

Procedure:

QALS recognises that in the administration of the Service there are circumstances where a client disagrees with a decision made by the manager. Where the matter cannot be resolved, an avenue to appeal the manager's decision should exist.

Conditions

An appeal will only be considered where it can be shown by the client that an attempt to resolve the matter has been pursued with the manager.

Appeals can only relate to a decision made by the manager in the application of a policy or procedure, but not on a policy or procedure itself.

Process:

- The client submits his/her request for an appeal in writing to the manager of the Service.
- The manager will acknowledge the request and convene an ad hoc Committee to review the case.
- The Appeal Committee shall consist of a doctor, a health care professional and an amputee, none of whom have any direct involvement in the matter under appeal.
- The manager will circulate relevant documentation from the prosthetic file and submit a report on the reasons for his/her decision. The manager will attend the meeting of the Committee to reply to queries but is absent for any of the deliberations of the Appeal Committee.
- The client will be informed of the date, time and place of the Appeal Committee meeting and will be allowed to submit his/her points and will then be excused.
- The Appeals Committee through its Chairman will formally communicate its recommendations to the manager who will formally advise the client.
- After its recommendation, the ad hoc Committee is dissolved and QALS will not entertain any further appeals on the matter.

Evaluation Method:

Client's appeal submitted and assessed.

- Patient Advisory Feedback.



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**PRINCESS ALEXANDRA HOSPITAL
HEALTH SERVICE DISTRICT**

PROCEDURE MANUAL

Section: Leadership and Management

Procedure No. 42201/v1/07/2008

Procedure Title: Client Biennial Satisfaction Survey – QALS

Review Officer: QALS Manager

Review Summary: [1st Version Review Summary](#)

Applicable To: All Staff and PSPs

Date Last Review: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory Committee

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Signature of Authorised Officer

Replaces: New procedure

Key Words: QA Survey Client satisfaction and needs

References:

Purpose:

The purpose of this procedure is to ensure an efficient and quality driven service is provided to amputees across the State via a variety of service providers and locations. The client satisfaction survey should reflect inefficiencies and dissatisfaction with standards of practices and areas of concern.

Procedure:

The Queensland Amputee Limb Service (QALS) recognises that the opinion of the clients regarding the services they have received is important information for review, monitoring and planning purposes. QALS shall implement a comprehensive state-wide client satisfaction survey on a portion of its clients on a biennial basis in the odd years.

Selection of clients to Survey

Every odd year, QALS will send out a comprehensive survey (titled Satisfaction Survey) to clients who have accessed the 'free limb scheme' services in the last five years. This comprehensive survey will take a snapshot of consumer opinions and feedback relating to all aspects of the state-wide prosthetic service funded and coordinated by QALS. In particular services provided by the prosthetic service

providers (PSP) contracted by QALS coupled with the amputee clinics located in various hospitals around the State will be examined. It will also highlight how well QALS performed and/or was recognised in this process. The Quality Improvement Unit will oversee the independent auditing of the services through the collation of the survey forms and provide a written report back on the outcomes of the survey.

Survey Instrument

The identified clients will be mailed a covering letter and survey form with a postage paid return envelope. The survey instrument may be altered periodically as appropriate. For analysis purposes, a listing of the results of the query and selection of clients will be maintained in a separate file. No notation whatsoever related to this survey will appear on the client file.

Analysis

Returned surveys will be held by the Quality Improvement Unit where the data will be analysed. The return rate will be calculated by as a percentage of returned forms as compared to the total number of forms sent out. The results of the survey will be compiled and the outcomes will be via a written report to the Amputee Clinic Coordinators, QALS Advisory Committee and PSPs as appropriate. This activity will also be reported to the appropriate departments in Queensland Health.

Items raised as concerns by the clients will be reviewed by the QALS office and responded to as required. A resume of the comments will be provided.

Retention of Data

The survey forms and working documents may be destroyed after an appropriate period of time. The results of the survey will be retained as part of the Advisory Committee Minutes as well as in their own file.

Evaluation Method:

- Comparison to previously documented patient surveys.
- Response rate by clients.
- Improvement in client responses.

Section: Continuum of Care

Procedure No. 01123/v2/07/2008

Procedure Title: Client Responsibilities – QALS

Review Officer: QALS Manager

Review Summary: [2nd Version Review Summary](#)

Applicable To: All Staff and PSPs

Last Review Date: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory Committee

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Signature of Authorised Officer

Replaces: 01123v1

Key Words: Prosthesis and Prosthetic Service Providers, Amputee Clinics

References:
Acquittal of Limbs Procedure
Acquittal & Quality Control Form
Assessment of Prosthetic Needs Form

Purpose:

To ensure patient safety is maintained by standard routines and consistent practice in the care of and service delivery to clients.

To avoid delays with service provision all information provided by the client should be true and accurate.

To obtain optimal service provision, clients are responsible for the care and maintenance of their prosthesis via routine visits to their chosen prosthetic service provider (PSP) and attendance at an amputee clinic as required.

Procedure:

The Queensland Amputee Limb Service provides prosthetic services to eligible clients through a system of recognised amputee clinics and prosthetic service providers. In order to access these services, the client has a number of responsibilities and obligations to fulfil.

It is recognised that there may arise areas not specifically addressed in this procedure or where there are unusual circumstances. When this occurs, the

matter should be referred to the Manager.

Registration with QALS:

Anyone seeking services from QALS must first complete the registration process to establish eligibility. In many cases this will simply involve the completion of a **“Registration Form”**. Under some circumstances additional information will be required prior to confirmation of registration being given. Any additional information required should be supplied promptly as no services will be funded or approved by QALS until registration is complete.

The “Registration Form” is obtainable by a client from the QALS office, by calling on 07 3896 3770 or will be sent to the client on receipt of a request for service from either the prosthetic service provider or a recognised amputee clinic.

Clinic Attendance:

QALS recognises the value of ongoing oversight by a multidisciplinary team of health practitioners in ensuring the welfare and wellbeing of our clients. Consequently, for the first three (3) years post amputation all new amputees are required to attend an amputee clinic to gain approval for funded limb replacements or major repairs. This allows ongoing clinical assessment by the multidisciplinary team during the post acute rehabilitation stage of the client’s recovery.

Once this initial 3 year period of rehabilitation monitoring is complete, QALS clients will continue to attend an amputee clinic for clinical assessment at least once every 6 years, or every second prosthesis replacement, which ever comes first. This allows ongoing monitoring of appropriate prosthetic treatment and use of a prosthesis.

Appointments in amputee clinics for a clinical review by the multi-disciplinary team are free of charge and available to any person holding a current Medicare Card, as per the standing Australian Health Care Agreement between the Commonwealth and State Governments.

This includes compensable clients, clients held by Corrective Services, interstate visitors and overseas visitors recognised by Queensland Health.

Notification of Choice of Manufacturer:

QALS recognises that the relationship between our clients and their Prosthetic Service Provider (PSP) is an ongoing one where continuity is important. QALS also recognises that this relationship can change over time and for this reason all eligible clients have the right to select the PSP of their choice from the list of contracted by QALS **prior** to the commencement of any limb manufacturing or major repair. The client may indicate their initial choice on the registration form or through a response to a notification of approval from QALS. If the selection is not indicated on the registration form, the client will be contacted by QALS. QALS will not accept notification by the prosthetic manufacturer. It should be noted by the client that not all contracted PSPs attend each recognised amputee clinic. Clients should consider the distance and cost of travel before selecting a PSP, as a number of visits may be required with major prosthetic work. It should also be noted, that once a PSP has been selected and work has commenced, the client must continue with the selected manufacturer for the approved prosthetic work and associated warranty period.

Attendance at Manufacturer:

In order to complete the process as soon as possible, the client is required to attend appointments made with the PSP for the casting, fitting and trial of the new artificial limb or major repair. Repeated failure to attend appointments may result in the cancellation of the approved prosthetic work.

Travel Expenses:

QALS does not pay for any transport or travel costs involved in attending either an amputee clinic or prosthetic manufacturer (PSP). In some cases a Health Service District or the Department of Veterans' Affairs may pay towards patient transit costs. It is the client's responsibility to clarify and confirm their entitlements with the Health Service District or DVA before commencing any journey. Otherwise all travel to and from any appointments is at the client's expense.

Client Information:

All clients must provide current and accurate information when attending an amputee clinic or PSP. The client must present their Medicare card and/or DVA entitlement card (if DVA client) at each appointment or when requested. The client should advise QALS of any change in their circumstances especially address or contact telephone number. When forms are being completed at the amputee clinic or the PSP workshop, the client should check their information is accurate and correct. QALS may be required to contact the client and incorrect information will lead to delays in prosthetic service approval. Other mandatory fields which must be completed and accurate include date-of-birth, occupation, along with the marking of the 'yes' / 'no' boxes relating to benefits and compensation claims. Only once this information is checked and confirmed as accurate, should the client sign the forms.

Acquittal of Prostheses:

QALS recognises the importance of ongoing quality checks to ensure appropriate provision and the accurate fulfilment of service provision approved. Consequently, the client will be required, at times, to undertake an acquittal process for prosthetic services funded and provided by QALS. Attendance to an acquittal appointment is required whenever a service has originated at an amputee clinic; when the treating prosthetist deems it necessary; or at QALS request. The Prosthetic Service Provider will make an appointment at the relevant clinic for acquittal and inspection of the prosthesis. The client should advise their PSP and amputee clinic if they are unable to attend an appointment for any reason. If a client continues to fail to attend appointments made on his/her behalf for an acquittal and quality check of their prosthesis, then the PSP will advise QALS of the situation. QALS will advise the client of their obligation regarding the acquittal and quality inspections and inform them of the possibility of suspension from 'free limb scheme' should the client decline to attend future appointments.

Care and Maintenance of Prostheses:

All provided prostheses are, and remain, the property of QALS. Clients are required to pay due care and attention to the maintenance and cleanliness of the prosthesis. The PSP will advise you of the correct care instructions of your prosthesis. If a prosthesis is damaged as a result of the lack of care or negligence by the client, QALS may refuse to repair or replace that prosthesis. Clients must ensure the prosthesis is used only in the manner and circumstances it was designed for.

Under no circumstances are clients to adjust, repair or alter the prosthesis which could in any way affect its functionality. The client must bring the prosthesis to a recognised PSP for repairs and/or adjustments.

If the prosthesis incorporates any components not approved and funded by QALS, the client is fully responsible for the maintenance, repair and/or replacement of that component.

Evaluation Method:

- Client Satisfaction Survey
- Performance Indicators – PSPs manufacturing periods
- Performance Indicators – processing and response times by clinics, QALS and DVA.
- Monitoring of Client complaints
- Monthly reports and monitoring on repairs and replacements numbers and costs.
- Amputee clinic reports on client failures to attend.
- PSP reports on client services and attendance records.



Section: Leadership and Management

Procedure No. 42078/v2/07/2008

Procedure Title: Client Service Evaluation – QALS

Review Officer: QALS Manager

Review Summary: [2nd Version Review Summary](#)

Applicable To: All Staff and PSPs

Date Last Review: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory Committee

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Signature of Authorised Officer

Replaces: 42078v1

Key Words: QA Survey Client satisfaction and needs

References:

Purpose:

The purpose of this procedure is to ensure an efficient and quality driven service is provided to amputees across the State via a variety of service providers and locations. The client service evaluation process should reflect inefficiencies and dissatisfaction with standards of practices and areas of concern.

Procedure:

The Queensland Amputee Limb Service (QALS) recognises that the opinion of the consumer regarding the services they have received is important information for review, monitoring and planning purposes. QALS shall implement a client Service Evaluation Form for amputees utilising the 'free limb scheme' to assist in this obtaining this information.

Selection of clients to Survey

On receipt of a Prosthesis Issue Document (PID) a client Service Evaluation Form shall be sent to the client. This form will ask questions relevant to the level, quality and speed of service they have experienced during the production of their prosthesis. Other aspects of the service provided should be examined including the access to

facilities and amenities provided. Questions will cover both the public and private service providers.

Survey Instrument

On receipt of a Prosthesis Issue Document clients will be mailed a covering letter and Service Evaluation Form (titled "Evaluation Form.doc") with a postage paid return envelope. The survey instrument may be altered periodically as appropriate.

For analysis purposes, the returned form will be collated in a file separate to the clients own.

A record will be maintained covering when a Service Evaluation Form was sent and if returned will also be recorded by QALS on an Excel spreadsheet to allow a return rate to be calculated.

Analysis

The results of the survey will be compiled every 6 months and the outcomes will be reported to the Amputee Clinic Co-ordinators, the QALS Advisory Committee and Prosthetic Service Providers as appropriate. This activity will also be reported to the appropriate departments in Queensland Health.

Items raised as concerns by the clients will be reviewed by the QALS office and responded to as required. A summary of the comments will be provided to the Director of the Division of Rehabilitation at the Princess Alexandra Hospital.

Retention of Data

The survey forms and working documents may be destroyed after an appropriate period of time. The results of the survey will be retained as part of the Advisory Committee Minutes as well as in their own file.

Evaluation Method:

- Comparison to previously documented patient surveys.
- Responses by clients.
- Improvement in client services.



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PROCEDURE MANUAL

Section: Leadership and Management
Procedure Title: Complaints – QALS

Procedure No. 42079/v2/08/2008

Review Officer: QALS Manager

Review Summary: 2nd Version
Review Summary

Applicable To: All Staff & PSPs

Date Last Reviewed: 08 2008

Next Review Date: 08 2010

Authority: QALS Advisory
Committee

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Signature of Authorised Officer

Replaces: 42079 v1

Key Words: Confidential, QA
improvement activity

References:

Purpose:

This procedure covers a number of issues from patient safety to inconsistent practices or inequitable service provision. It is to assist anyone seeking services from QALS or services provided through any of the recognised service providers contracted by QALS or Health Service Districts involved in the service delivery.

Procedure:

QALS recognises that during the provision of prosthetic services there may arise situations wherein client(s) will express concerns on the manner that their needs were addressed. QALS will respond as quickly as possible to such occurrences. QALS will also monitor such incidents as one part of a 'quality improvement activity'.

Confidentiality

QALS will maintain client confidentiality as much as possible without hindering the investigation of the complaint.

Complaint Register

QALS has incorporated into its database a complaint register. All complaints will be noted on this record and sufficient information as to its outcome included. Periodic review of this register will be made for Quality Improvement Activities.

Verbal Complaints

QALS will record verbal complaints in the complaint register. The client will be advised that QALS cannot take any formal action unless the complaint is in writing. The complaint will be categorised as much as possible on the record and any action or outcome so recorded.

Formal Complaints (any complaint submitted in writing)

- **Ministerial Query** – QALS will respond to all such queries as required and set out by Queensland Health Department Policy.
- **Patient Liaison Officer** – If the complaint arises through the office of the Patient Liaison Officer, QALS will respond within the guidelines of that area.
- **Direct** – QALS will respond to written complaints, firstly acknowledging its receipt to the author. QALS will advise other entities as appropriate if the complaint may adversely impact those entities. The documentation will be placed in the client's file. QALS will investigate the matter thoroughly, seeking opinion and reports from the parties involved as appropriate. A response will be determined (in consultation where appropriate) and the response formally conveyed to the client. The response will be noted in the complaint register and copies will be placed in the client's file.

Evaluation Method:

- Complaints register maintenance.
- Number of complaints compared to previous time periods.
- Client response that they have achieved a satisfactory outcome.



Section: Leadership and Management
Procedure Title: Components

Procedure No. 42082/v2/08/2008

Review Officer: QALS Manager

Review Summary: [2nd Version Review Summary](#)

Applicable To: All Staff and PSPs

Last Review Date: 08 2008

Next Review Date: 08 2010

Authority: QALS Advisory Committee

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Signature of Authorised Officer

Replaces: 42082 v1

Key Words: standard and Non standard components

References

Purpose:

Patient safety is paramount when providing prostheses to amputee clients. This procedure aims to support practices which ensure a fair and equal service delivery to all amputees in the State.

Procedure:

QALS maintains a database of prosthetic components available in Queensland. This database, the QALS Component Management System (QCMS), allows QALS to designate any component as pre-approved for use on QALS clients. QALS will ensure that components are approved on this database to meet all weight and activity levels within industry norms. In addition, QALS will establish processes for the ad-hoc approval of components, not pre-approved on a needs basis. QALS may seek professional assistance in determining the approved components as appropriate. All QALS contracted Prosthetic Service Providers (PSPs) will use the QCMS to identify available and appropriate components when completing the PSP Assessment of Prosthetic Needs Form prior to forwarding the form to QALS for approval.

Minimum Standard for Component

Unless a component is specifically exempted from the requirements of the Therapeutic Goods Act 2002, all prosthetic components included and pre-approved for use in QALS funded prostheses will be included in the Australian Register of Therapeutic Goods (ARTG) which is maintained by

the Therapeutic Goods Administration. The supplier of these components declares this inclusion by checking the appropriate field in the QCMS. This will be taken by QALS as a declaration that the components included on the ARTG meet all relevant national and international standards required for sale and use in Australia.

Acceptance as "Pre-Approved" on the QCMS

QALS's mission is to provide essential prosthetic devices and will seek to do this within the funding availability of Queensland Health. QALS will endeavour to seek pre-approve components in all categories to suit all weight and activity levels within industry norms while operating within their funding limits.

At all times the criteria for inclusion will include: appropriateness for purpose, value for money and patient safety. As an example where 2, functionally identical, components are available in both Steel and Titanium the less expensive Steel component would be preferred for pre-approval.

Non QCMS Pre-Approved Components

QALS recognises that there are circumstances when the client's essential prosthetic needs cannot be fully met by the items pre-approved on the QCMS (refer to Procedure 42086/v2/07/2008). As these components are typically outside the normal level of QALS funding, approval for use in one instance does not mean automatic approval will be given again in the future. Any subsequent requirement for replacement of such a component will require further consideration and approval by the QALS manager.

Client Funded Improvements

In circumstances where the component requested cannot be approved by QALS due to funding or any other issues, QALS may permit such a component to be incorporated into a QALS supplied prosthesis at the client's expense. The addition of such components, improvements or enhancements must be compatible with the prosthesis as approved by QALS and not incur any extra expense for QALS. The client remains responsible for all costs associated with the addition of such components and QALS will not fund the

servicing, maintenance or repair of any such component, improvement or enhancement incorporated in a prosthesis in this manner.

Where QALS permits an upgrade of components at the client's expense, QALS will in general fund to the value of a pre-approved component, leaving the difference in cost for the client to pay directly to the PSP. In all such cases the client assumes full responsibility for the service and repair of such component.

For post market surveillance purposes in all cases and at all times QALS must be aware of all components incorporated in a QALS funded prosthesis. The PSP must inform QALS by annotation on the reverse of the PSP Assessment of Prosthetic Needs Form of any client funded changes to the prosthesis specification. Both the client funded component and the QALS funded component should be listed and the actual serial/batch numbers of the components used noted on the client's record on the ALS database.

Evaluation Method:

- Prescriptions are monitored for QCMS pre-approved and non QCMS pre-approved items.
- Entry of non QCMS pre-approved components entered on the QALS data base.
- Annual report on component usage.
- Review of new components by the QALS staff prosthetist and QALS manager.

HYPERLINK TO: Hyperlink to relevant procedures

QALS Client Information on
QALS Procedures

2008 Edition



Section: Leadership and Management
Procedure Title: Eligibility – QALS

Procedure No. 42083/v2/08/2008

Review Officer: QALS Manager

Review Summary: 2nd Version
Review Summary

Applicable To: All Staff & PSPs

Date Last Reviewed: 08 2008

Next Review Date: 08 2010

Authority: QALS Advisory
Committee

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Signature of Authorised Officer

Replaces: 42083 v1

Key Words: Compensation, Resident,
Medicare Card

References:

Purpose:

This procedure ensures consistent practice is maintained in the decision making process for eligible clients. A standard routine is established and followed when processing applications for eligibility.

Procedure:

Generally speaking, all Queensland residents who hold a current Medicare entitlement card are eligible for services through QALS. These services include attendance and assessment at a QALS recognised amputee clinic for a prescription for a new or replacement limb or its repair, preparation of a limb by a recognised manufacturer, acquittal at a QALS recognised clinic, and the access to minor repairs and consumable supplies through a recognised manufacturer.

QALS however will only pay for costs incurred for those individuals who are not excluded as identified below:

Compensation clients: QALS will not pay for the costs incurred for prosthetic services for an individual who has received compensation for their loss unless readmitted to the Scheme. QALS may meet

costs for a client pursuing compensation until the case is settled at which time the incurred expenses shall be recovered. Please refer to the Compensation Policy.

Residents of other countries: QALS may provide services and incur costs for those foreign nationals whose country has a reciprocal health care arrangement with Australia. Each case shall be determined individually.

Prisoners/Department of Corrective Services

Prisoners held in custody by the Department of Corrective Services who normally hold a Medicare card are eligible for service by QALS unless they fall under the category of compensation clients or residents of other countries. Under the Commonwealth/State Health Care Agreement, prisoners do not lose their Medicare eligibility they simply have the card removed from them as part of the processing into the prison system along with all other personal effects. While in prison they are considered to be 'guests of the State/Commonwealth' and entitled to all eligible public health services.

Residents of other States

- *Minor repairs:* QALS is prepared to pay costs for minor repairs for those interstate visitors who would be eligible in their state of origin and will seek reimbursement back from the state of origin.
- *Consumable items:* Although a visitor may access QALS recognised suppliers for consumable items, QALS will not incur any costs for these items.
- *Major repairs and/or replacement of a Limb:* QALS shall not routinely provide major prosthetic services to residents of other States, except those who reside adjacent to Queensland and have previously accessed and received services through QALS or its predecessors.
- QALS shall identify and record costs incurred for non-residents of Queensland with a view to potential recovery from the state of origin of the amputee.

Determination of Eligibility

- The staff of the prescribing clinic shall obtain and record the Medicare number at initial contact and verify at subsequent issue of a prescription.
- The manufacturer (PSP) shall require presentation of the Medicare card upon request for service.

- QALS will determine eligibility for all individuals who do not hold a Medicare card.

Evaluation Method:

- Quarterly expenditure report via post code from QALS database.
- Comparison of costs against previous financial years.
- Performance Indicator report on location and services supplied and costs.
- Regular audit of files, checking compensation cases have not be missed or overlooked.
- Weekly reports on type of amputation listed on prescription forms.



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PROCEDURE MANUAL

Section: Leadership and Management

Procedure No. 42086/v2/07/2008

Procedure Title: Processing Non Standard Prosthetic Requests

Review Officer: QALS Manager

Review Summary: 2nd Version
Review Summary

Applicable To: All Staff & PSPs

Date Last Reviewed: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory
Committee

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Signature of Authorised Officer

Replaces: 42086 v1

Key Words: Non Standard
Components, Medical Justification

References:

Purpose:

This procedure sets a standard method for the processing of a request for a prosthesis incorporating components not pre-approved on the QALS Component Management System database.

The procedure ensures that a set routine is followed in the processing of any request for prosthetic service, even when non QCMS pre-approved components are involved. It also helps to confirm that consistent business practices are used when assessing and approving a request, thereby, supporting a fair and equitable service provision to all QALS clients.

Procedure:

QALS recognises that there will be clients where pre-approved prosthetic components from the QALS Component Management System database (QCMS) will not meet their special needs. Due to the high costs of certain prosthetic components it is necessary that there be clarity in communications between all parties involved in any request for special service. To this end, all and any verbal communications will be committed to writing after the fact. No

approval will be given for the use of non pre-approved components without QALS first receiving a signed '**Prosthetic Assessment Form**' from the Prosthetic Service Provider (PSP) stipulating the components requested and all costs involved. This PSP prosthetic assessment form shall be binding and, if approved, no additional costs to QALS will be considered.

QALS reserves the right to obtain competitive quotes from other suppliers for any job outside the normal scope of services or costs. QALS has a responsibility to obtain services in the most cost-effective manner.

Process

In the course of justifying the need for using components not pre-approved on the QCMS, additional supporting information may be required from the PSP, clarifying the purpose or reason for the type of component requested. If the request is based on a medical or clinical basis, it must be substantiated in writing by the treating medical officer. This supporting information will be requested in addition to the PSP Assessment of Prosthetic Needs Form already submitted. Technical advice from the QALS Staff Prosthetist may also be sought in the process of the decision making.

If appropriate and affordable, approval and funding for such a component may be given. Approval is likely to be given on a case by case basis, as a 'once off' only condition. At all times the QALS manager has discretion to approve or not approve any such application on financial or other grounds.

In the event that QALS funding is declined to meet such a request (generally an enhancement), then QALS will indicate on the prosthetic assessment form or in written response, that the item is "not QALS funded" or "at the Client's own expense".

Client Funded Improvements

Under some circumstances, QALS may partially fund towards the upgrade of components not normally supplied or pre approved on the QCMS. When this occurs, QALS will indicate in writing to the PSP the funding limit QALS will provide and is usually based on a QCMS pre-approved component used for a similar function. All such components will be noted on the back of the PSP Assessment Form, when this cost sharing exercise occurs.

Where the component requested cannot be approved or partially funded by QALS due to funding or any other issues, QALS may permit such a component to be incorporated into a QALS supplied prosthesis at the client's own expense. The addition of such components, improvements or enhancements must be compatible with the prosthesis as approved by QALS and not incur any extra expense for QALS. The client remains responsible for all costs associated with the addition of such components and QALS will not fund the servicing, maintenance or repair of any such component, improvement or enhancement incorporated in a prosthesis in this manner.

For post market surveillance purposes in all cases and at all times QALS must be aware of all components incorporated in a QALS funded prosthesis. The PSP must inform QALS by annotation on the reverse of the PSP Assessment of Prosthetic Needs Form of any client funded components incorporated in the prosthesis specification. Both the client funded components and the QALS funded components should be listed and the actual serial/batch numbers of the components used recorded on the client's record on the ALS database.

Evaluation Method:

- Checking components on prescriptions against the QALS Component Management System database.
- Monthly report on non QALS Component Management System pre-approved components approved.
- Ensuring justification is provided with all prescriptions before processing script.



Section: Leadership and Management

Procedure No. 42200/v1/07/2008

Procedure Title: Prosthesis Disposal Procedure - QALS

Review Officer: QALS Manager

Review Summary: [1st Version Review Summary](#)

Applicable To: All Staff and PSPs

Last Review Date: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory Committee

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Signature of Authorised Officer

Replaces: New procedure

Key Words: Prosthesis, disposal

References:

Purpose:

To ensure safe and reliable disposal of expired prostheses and the prostheses of deceased clients.

Procedure:

A prosthesis is made of a variety of materials which, in normal use, are benign. However, incorrect disposal methods such as burning can cause the release of materials into the environment which are potentially harmful.

When a prosthesis has reached the end of its useful life, or the client to whom it was supplied has no further use for it, the original supplier is required to accept it back for disposal.

The Prosthetic Service Provider (PSP) should dispose of the unwanted prosthesis according to their normal procedures as laid out in their quality manual while following normal Health and Safety requirements and guidelines.

Conditions:

This policy is applicable to expired prostheses. A prosthesis will be expired when it has been superseded/replaced for fitting or safety reasons.

Process:

It is the clients' responsibility to return an expired prosthesis to the PSP for disposal. This can be done at collection of a replacement or by posting the prosthesis to the PSP. QALS is not responsible for any postage charges involved in limb disposal.

Evaluation Method:

- Annual inspections at premises of prosthetic manufacturers by QALS manager.
- Review of Quality Assurance Certification incorporating Workplace Health & Safety practices.



Section: Leadership and Management

Procedure No. 42089/v2/07/2008

Procedure Title: Replacement of a Prosthesis – QALS

Review Officer: QALS Manager

Review Summary: 2nd Version
Review Summary

Applicable To: All Staff & PSPs

Date Last Reviewed: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory
Committee

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Signature of Authorised Officer

Replaces: 42089 v1

Key Words: Prosthesis, Medical
Justification, 3 year life expectancy

References:

Purpose:

To ensure, as far as practicable, client safety by the establishment of sound clinical and business practices leading to appropriate provision of services.

Procedure:

Where a current prosthesis is identified as ill-fitting or unsafe to use, by either a Prosthetic Service Provider (PSP) or the Multi-Disciplinary Team (MDT) at an amputee clinic, the Queensland Amputee Limb Service (QALS) will provide a replacement artificial limb if eligibility and funding permits. QALS shall strive to ensure that replaced, inappropriate or unsafe artificial limbs are not utilised by its clients.

Request for a replacement Prosthesis

The client seeking a replacement prosthesis must attend a QALS recognised amputee clinic or a QALS contracted PSP for assessment. The assessment will consider if any of the following apply:

- The prosthesis is no longer appropriate for the needs of the client.
- The continuing use of the prosthesis may present a danger to the client.
- The prosthesis is at, or near, the end of its useful life.

The request on the Multi-Disciplinary Team Form or the PSP Assessment of Prosthetic Needs Form must indicate these findings. If no justification is provided or does not address these issues, the form shall be returned for clarification.

QALS expects a prosthesis to last an average of 3 years. However, the age of a prosthesis is not in itself justification for replacement.

Multi-Disciplinary Team Oversight

QALS recognises that amputees are never cured but that neither are they in a perpetual state of rehabilitation. QALS considers that once the interim program is completed and the client has progressed beyond their primary definitive prosthesis that the rehabilitation phase is generally complete. However, QALS also recognises that some amputees have a variety of co-morbidities which may make oversight by a Multi-Disciplinary Team experienced in the treatment of amputees desirable. QALS requires all clients to attend an amputee clinic for assessment/review by an MDT for the first 3 years post amputation and at every second request for socket/prosthesis replacement or every 6 years, whichever occurs sooner. This does not apply to minor repairs or provision of supplies.

Any significant change in prosthesis design would also require assessment by a Multi-Disciplinary Team. This would include, but not be limited to, a change in suspension type e.g. from suction to liner & shuttle-lock, change in component type e.g. from a locked knee to safety knee or any other change which significantly effects the manner in which the limb functions or the user utilises the prosthesis. If the PSP is in any doubt about the requirement to have a MDT assessment QALS should be consulted for a ruling.

PSPs should check the ALS database prior to any request for service being sent to QALS to ensure the client is referred to an amputee clinic as appropriate. Only in exceptional circumstances would the QALS manager consider approving services if this condition is not met.

QALS Approval

When a request for a replacement prosthesis is received by QALS, the client's record is retrieved and reviewed. If there are queries arising from the client's records, QALS will contact the amputee clinic for clarification.

If it is the first request for service for a new client, QALS will send the necessary paperwork to the client for registration and to assess if the client is eligible for prosthetic services funded by Queensland Health. At this stage the client will also be asked to indicate which Prosthetic Service Provider (PSP) they prefer to attend, if there is a choice available. Once the client has returned the necessary Registration Form and any other necessary paperwork, QALS will forward the approval for work to commence to the appropriate PSP.

Replaced Prosthesis

QALS shall take measures which actively discourage any use of an expired prosthesis which are, by definition, no longer appropriate or safe for use by the client. When the prosthesis is replaced, a **Warning and Compulsory Direction** to the client regarding replaced limbs will be made on the Acquittal and Quality Control Form. An option to return the limb to either an amputee clinic (in the case of an interim prosthesis) or PSP shall be included.

If the client returns the limb, the clinic or prosthetic service provider who receives the replaced limb shall dispose of the prosthesis according to QALS Procedure No. 42200/v1/07/2008.

The following text has been placed on the Acquittal and Quality Control Form for signature acknowledgement by the client.

' Warning and Compulsory Direction to Patient'

The Queensland Amputee Limb Service requires you to discontinue the use of any replaced artificial limb. Please ensure that your replaced (expired) artificial Limb is destroyed and then disposed of in a responsible manner. Alternatively, the expired limb may be returned to your amputee clinic or limb manufacturer (PSP) for disposal on your behalf free-of-charge.

Evaluation Method:

- Monthly activity reports based on clinical indicators and set performance measures.
- Checking forms are completed accurately by the appropriate qualified staff.
- Ensuring patient's needs are met via annual Patient Satisfaction Survey.

HYPERLINK TO: [Prosthesis Disposal Procedure.](#)



Section: Leadership and Management

Procedure No. 42087/v2/07/2008

Procedure Title: Second Issue/Emergency Prosthesis – QALS

Review Officer: QALS Manager

Review Summary: 2nd Version
Review Summary

Applicable To: All Staff & PSPs

Date Last Reviewed: 07 2008

Next Review Date: 07 2010

Authority: QALS Advisory
Committee

.....
**Signature of Authorised
Officer**

Replaces: 42087 v1

Key Words: Work Limb, Dress
Limb, Second Limb, Assessment
grid

Purpose:

To set down the circumstances under which the Manager of the Queensland Amputee Limb Service (QALS) will consider approving the supply of an emergency or second prosthesis.

Procedure:

Current funding under the Queensland Health ‘free limb scheme’ is to ensure the provision of an essential prosthesis only. An emergency or second prosthesis is only available if funding permits. QALS will examine any application for an emergency or second issue prosthesis by means of a questionnaire. Each question/answer will be allocated a score. All scores will be totalled and the resulting number compared to a threshold. If the score exceeds the threshold then the QALS Manager may, at their discretion, approve the supply of a back up or emergency prosthesis as being a second issue current limb. This will be a “once off” approval and in no way commits QALS to ongoing funding.

Conditions

QALS recognises that there are individuals for whom a second prosthesis would enable them to function at a higher level both at work and socially. An application for an emergency or second prosthesis will only be considered after the second socket replacement has been successfully acquitted on the primary definitive limb. An amputee clinic and/or a Prosthetic Service Provider (PSP) may send a request for this service to QALS by means of either a Multidisciplinary Team Form and/or an Assessment of Prosthetic Needs Form when they consider the issue of a second or emergency prosthesis would be advantageous.

Process:

On receipt of an application for an emergency / second prosthesis to be funded by QALS from either the amputee clinic or a Prosthetic Service Provider, QALS will mail an application questionnaire to the client. On return of this questionnaire the QALS Administration Officer will ascribe marks to each answer according to a marking guide. This processed questionnaire will then be given to the QALS Manager for further consideration along with any other available supporting documentation.

In reaching a decision the QALS Manager will consider:

- | | |
|--|--------------------------------------|
| - The financial position of QALS | - Any defined medical need |
| - Isolation – both geographical and social | - Type of residence |
| - Family status | - Number of dependents |
| - Employment status | - Affect of employment on prosthesis |

Once this assessment process is complete the client will be informed by letter of the Managers’ decision.

Evaluation Method:

- Number of emergency or second issue prostheses provided per annum.
- Consumer satisfaction surveys
- Number of requests for such emergency artificial limbs.