

Patient care standard (version 6)

STANDARD

- Clinical care must be provided to meet patient needs.

This Standard is not satisfied unless:

- The process of entry to the facility is facilitated by an effective admission system, which fully informs and prepares the patient for the episode of care.
- A record is developed by the appropriate health professionals in consultation with the patient and/or carer which covers:
 - patient assessment;
 - the plan for management of the patient's care;
 - treatment provided;
 - regular evaluation of the patient's condition; and
 - discharge plan.
- Patients have access to a document, which explains their rights and responsibilities;
- Patients give informed consent to their treatment.
- Patients are informed in a culturally appropriate manner about:
 - their condition;
 - any necessary clinical investigations relevant to their condition;
 - any treatment proposed; and
 - the likely outcomes and risk of complications.
- The number, qualifications and experience of nursing, medical and support staff are appropriate having regard to:
 - number of patients;
 - co-morbidity;
 - other patient risk factors; and
 - casemix.
- Facilities, equipment and resources comply with the Queensland Health *Clinical Services Capability Framework for Public and Licensed Private Health Facilities (CSCF)* and *CSCF Companion Manual*, Australian Standards and appropriate college / professional body guidelines¹.
- The process of separation is facilitated by an effective discharge system, which fully informs and prepares the patient for subsequent appropriate care.
- Processes are established for the receipt, documentation, investigation and review of all complaints relevant to the provision of patient care.
- Patients are informed on the role of the Office of the Health Ombudsman as an independent health complaints agency.

¹ All guidelines, standards and publications as updated from time to time

References:

- *Health Ombudsman Act 2013*
- Australian and New Zealand College of Anaesthetists' Professional Documents
- AS 2639:1994 Laminar flow cytotoxic drug safety cabinets - Installation and use
- AS/NZS 3695.1:2011 Wheelchairs - Requirements and test methods for manual wheelchairs
- AS/NZS 3695.2:2013 Wheelchairs - Requirements and test methods for electrically powered wheelchairs (including mobility scooters)
- AS/NZS IEC 60825.14:2011 Safety of laser products - A user's guide
- AS/NZS IEC 60825.1:2014 Safety of laser products - Equipment classification and requirements
- AS/NZS 4173:2004 Guide to the safe use of lasers in health care
- AS/NZS 4236:1994 Respiratory therapy equipment - Jet nebulizers and jet nebulizer air pumps
- AS/NZS 4237:1994 Respiratory therapy equipment - Peak expiratory flow meters
- AS 4774.2- 2002 Work in compressed air and hyperbaric facilities - Hyperbaric oxygen facilities
- AS/NZS ISO 11990:2002 Optics and optical instruments - Lasers and laser-related equipment - Determination of laser resistance of tracheal tube shafts
- The Cardiac Society of Australia and New Zealand Practice Guidelines
- The Cardiac Society of Australia and New Zealand Training and Competence
- The Australasian College for Emergency Medicine Policy Documents
- The Fertility Society of Australia Reproductive Technology Accreditation Committee, Code of Practice for Assisted Reproductive Technology Units (2015)
- College of Intensive Care Medicine of Australia and New Zealand, Professional Documents
- National Mental Health Policy (2008)
- National Standards for Mental Health Services (2010)
- National Health and Medical Research Council, Organ and Tissue Donation After Death, For Transplantation - Guidelines for Ethical Practice for Health Professionals (March 2007)
- National Health and Medical Research Council, Organ And Tissue Donation By Living Donors – Guidelines for Ethical Practice for Health Professionals (15 March 2017)
- Palliative Care Australia, Standards for Providing Quality Palliative Care for all Australians, May 2005
- Gastroenterological Nurses College of Australia, Guidelines and standards