Continuous quality improvement standard (version 4)

STANDARD

• The licensee of the health facility must strive to continually improve the quality of care and services provided.

This Standard is not satisfied unless:

• The licensee complies with conditions of the licence under section 48(1)(b) and (c) of the Private Health Facilities Act 1999.

• Prior to receiving certification from a quality assurance entity (in compliance with the conditions of licence as above), a quality policy is prepared for the facility and implemented by the licensee.

• Processes and mechanisms are established to:
  - implement any recommendations made by the Chief Health Officer or quality assurance entities as to how the quality of care and services could be improved;
  - monitor, evaluate and implement strategies to reduce continuous risk of adverse clinical events; and
  - change and improve systems.

• In this Standard an “adverse clinical event” means an unintended injury to a patient which resulted in temporary or permanent disability, a prolonged length of stay or death and which was caused by health care management and not the patient’s underlying disease.

References:

• AS 2561:2010 Guide to the determination and the use of quality costs.