Facility assessment template

(facilities to return to Hospital and Health Service)

Facility: **Click or tap here to enter text.**

**Click or tap here to enter text. Hospital and Health Service**

Service Review - Facility Assessment template

Phase 1: Review of existing services at facility level

Revision history

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| Revision date | Version number | Name | Description of revision |
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Approvals

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| Name | Title | Signature | Date |
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Please do not delete any of the pre-populated sections of this template. Additional information accepted.

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## Purpose of this document

Planning, reviewing and assessing clinical services is vital to ensure that they are safe, sustainable and meet the needs of the consumers who use them, regardless of where they live. Assessment of clinical services requires a thorough review of how well consumers’ needs are met by both individual clinical services and the whole clinical service network.

This document is part one of two templates that has been designed to support facility service reviews, incorporating:

* understanding the population and service environment; and
* identifying the health service needs.

A separate template has been designed for HHSs to bring together multiple facility service reviews across multiple services incorporating:

* prioritising the health service needs
* identifying the health service directions
* developing and analysing service options
* developing objectives and strategies.

The Assessment template presents a consolidated list of assessment criteria identified across the *[Guide to engagement and consultation on clinical service review](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/public)*. The Assessment template is intended for use by HHSs in their review of local clinical services.

* 1. Profile the population and current service delivery

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| * + 1. Analysis of relevant data and service information
1. Please confirm the following have been reviewed (at minimum):

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| Historical and projected volume of clinical activity for each facility and facility catchment | [ ]  |
| Sociodemographic characteristics of consumers for each facility and facility catchment  | [ ]  |
| Clinical service map within the HHS region, including Clinical Service Capability Framework (CSCF) level of each facility | [ ]  |
| Drive time between nearest facilities within the service network | [ ]  |
| Suitability and utilisation of infrastructure  | [ ]  |
| Workforce map within the HHS region, including availability of each discipline and of identified workforce, credentials/scope of practice and location | [ ]  |
| Workforce recruitment and retention challenges | [ ]  |
| Safety and quality information for each facility and facility catchment | [ ]  |
| Key findings:  |

1. Please confirm the following:

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| Results of root cause analyses, Coroner’s reports and service reviews have been reviewed. | [ ]  |
| Outcomes in cases where consumers needed transfer of care have been reviewed. | [ ]  |
| Key findings:  |

[ ]  Summarised results have been shared with stakeholders |

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| * + 1. Review consumer and community feedback and information
1. Please summarise stakeholders’ responses to the following:
* Describe the health information needs of consumers.

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* Describe how well consumers’ information needs are being met, considering the health literacy of consumers and how the HHS is working to become a health literate organisation.

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* Describe where consumers go to access healthcare.

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* Describe how and why consumers decide on these options.

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* Describe the culturally appropriate care options available to consumers of Aboriginal and/or Torres Strait Islander, and culturally and linguistically diverse backgrounds.

Note: Please note if opportunities exist to partner with Aboriginal Community Controlled Health Organisations.

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* Describe consumers’ experiences of transport and accommodation options when travel is required.

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* Describe what is working well and what could be improved, including any potential service gaps.

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* Describe any perceived and real challenges associated with current clinical service delivery, and how these might be addressed.

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* Describe the compliments, comments and complaints procedure that enable consumers to express views about their healthcare experience, and how well this meets consumers’ needs regarding the effectiveness of the HHS response.

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 [ ]  Summarised results have been shared with stakeholders |

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| * + 1. Review clinician feedback and information
1. Please complete the table below.

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| Aspects of care that can be accessed locally |  |
| Models of care that can be accessed locally |  |

1. Please summarise stakeholders’ responses to the following:
* Describe the health information needs of consumers.

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* Describe how well consumers’ information needs are being met, considering the health literacy of consumers and how the HHS is working to become a health literate organisation.

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* Describe the care needs that necessitate consumers be transferred to a higher-level service. Describe how well these arrangements work and if/how they could be improved.

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* Describe the culturally appropriate care options available to consumers of Aboriginal and/or Torres Strait Islander, and other culturally and linguistically diverse backgrounds.

Note: Please note if opportunities exist to partner with Aboriginal Community Controlled Health Organisations.

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* Describe consumers’ experiences of transport and accommodation options when travel is required.

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* Describe what is working well and what could be improved, including any potential service gaps.

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* Describe any perceived and real challenges associated with current clinical service delivery, and how these might be addressed.

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* Describe the compliments, comments and complaints procedure that enable consumers to express views about their healthcare experience, and how well this meets consumers’ needs regarding the effectiveness of the HHS response.

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* Are there clinical pathways in place that document the processes for the referral of consumers between facilities in the clinical services network, and are these agreed on and easily understood by local and higher-level services? Describe any potential gaps.

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* Are there communication mechanisms in place including feedback of advice and transfer processes between local and higher-level services? Describe how information is communicated to and from higher-level services. Are local staff involved in morbidity and mortality meetings with high-level services?

Note: Responses should be confirmed between local and higher-level services.

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* Describe how local staff are supported to deliver healthcare and what could be improved.

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* Describe the education, training and support opportunities available to local staff. Describe how workforce training and professional development needs are met and what else may be required.

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* Describe the arrangement to ensure the psychological safety of staff and how arrangements could be strengthened.

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[ ]  Summarised results have been shared with stakeholders |

* 1. Identify the clinical service needs and issues
1. Please review the population and service information described above. Identify key health and/or service issues (or other patterns/themes) observed, where supported by multiple sources of evidence (i.e. triangulation).

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| **Identifier** | **Identified need** | **Identified key health and/or service issues** |
| **Supporting evidence** | **Comment** |
| **A** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |
| **B** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |
| **C** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |
| **…** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |