



POLICY FOR AUDITING & CERTIFICATION TO NATIONAL SAFETY & QUALITY HEALTH SERVICE STANDARDS (NSQHS STANDARDS)

This policy document describes policies determined by TQCSI's Certification Approval Panel or the Australian Commission on Safety & Quality in Health Care in the interpretation of the National Safety & Quality Health Service Standards (NSQHS Standards) for auditing and accreditation. It complements TQCSI Work Instruction 35A (Healthcare – National Standards) which should also be referred to by auditors when auditing health clients' management systems.

Specific Policies:

Consumer Representatives - any consumer who works in partnership with the organisation needs to participate in the role, principally as a consumer. The consumer should not be conflicted by other roles. For example, if one of the Board members is a GP or a visiting medical officer then they cannot also be considered as a consumer representative for the Board. If a Board member is a member of the local community and doesn't fulfil another role in the Hospital (especially if they are recruited from the Community) then it may be appropriate.

National Consensus Statement Guidelines - state that health services are encouraged to tailor the chart to suit their requirements without changing the human factors principles used in the chart. If charts are developed from scratch or modified, then human factors testing will need to be done as per the fact sheets on the website (www.safetyandquality.gov.au).

Taped Handovers - clinical handover will vary depending on the size of the service, setting and circumstances, including the situation of the handover, the method of the handover and the venue where handover takes place.

Approved: *original signed*

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Date: 26 May 2018