

QUALITY MANAGEMENT SERVICES

An Introduction to QIC 6th Edition Standards

WELCOME



Q | M | S

Quality Management Services

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WHAT I WILL COVER ...

1. What is QIC and why is it relevant to ACCHO's
2. The QIC Standards
3. What has changed in the 6th Edition
4. Why were these changes made
5. Practical exploration of a new standard
6. Where does QIC fit in the scheme of things?

WHAT IS THE QIC STANDARDS & ACCREDITATION PROGRAM?

- **standards that go across the whole organisation**
- **organisational sustainability**
- **help to manage multiple program level requirements and reduce duplication of effort**
- **systems approach aimed at developing organisations**
- **builds internal capacity**
- **supports staff retention**
- **aims to build into organisational systems the values of ACCHO's and primary health care**

6TH EDITION QIC HEALTH AND COMMUNITY SERVICE STANDARDS



WHAT HAS CHANGED?

- **Small changes to standards**
- **One new standard -focus on safety and quality**
- **Improvement to quality journal**
- **On line tool to be developed**
- **No service specific modules, only interpretive guides**

SECTIONS

1. **Building quality organisations** - internal processes you need in place to function as an organisation
2. **Providing quality services and programs-** aspects that are important in providing good quality services and programs
3. **Sustaining external quality relationships** - looking outside at how you manage external relationships

QIC STANDARDS

1. Building Quality Organisations

- **Governance** - having clear roles and responsibility for council and agreed vision and leadership for what you are trying to achieve
- **Management** - knowing how you are going to get there
- **Human resources** - having the right people employed to achieve your goals
- **Physical resources** - having safe and effective equipment and buildings to help you do the job
- **Finances** - managing money efficiently and legally to achieve the maximum for your community
- **Knowledge** - capturing and using the knowledge in the organisation to make sound decisions
- **Risk** - knowing what your risks are and minimising their impact
- **Compliance with legislation** - playing by the rules
- **Safety and quality** - systems ensure safe environment & services for staff & clients; these systems continuously improve.

QIC STANDARDS

2. Quality services and programs

- **Assessment and Planning** - using up to date info on your community and your clients / consumers for planning
- **Outcomes** - clear goals that are based on need; barriers to access are addressed; outcomes are measured
- **Culturally Safe** - respect, cultural awareness, accepting difference, training for staff
- **Rights, Empowerment and Ethical Practice** - privacy, complaints, feedback, consent to release of information, advocacy, participation in planning, ethical and accountable practice
- **Service/Project Coordination** - multidisciplinary, case coordination

QIC STANDARDS

3. Sustaining external quality relationships

- **Entering into service agreements and forming partnerships** - Funding Agreements and Partnerships
- **Collaborating with other agencies and strategic positioning** - lobbying and advocating
- **Embedding accepted good practice** - professional standards, engaging with sector leaders to inform practice
- **Building Community and Professional capacity** - community development and sector development

CHANGES TO STANDARDS

1.1 Governance

1.2 Management systems

1.4 Physical resources (4th Evidence Qu)

1.9 Safety and Quality integration

2.1 Assessment and Planning

2.2 Focussing on positive outcomes

2.4 Consumer rights

+ Renumbering

TRANSITION PLAN

3 May-31 December 2010

Choice between 5th and 6th Edition but if 5th, must have external review before 31 December 2010

1 January 2011 onward

6th Edition only

**MAJOR THEME IN THE NEW 6th EDITION
IS:**

INTEGRATION OF SAFETY AND QUALITY

- **Standard 1.9 concerns the integration of safety and quality across the organisation**
- **Standards 2.1 and 2.2 bring a strong focus safety and quality in services and programs. (generalising the standards previously in service delivery modules and not compulsory for accreditation, now they are)**
- **These standards probably represents the most significant changes in the standards**

SECTION 2: PROVIDING QUALITY SERVICES AND PROGRAMS

- **No longer self assessment of separate service standards (ATODS, Mental Health, Primary Health)**
- **Section 2 - greater focus on good practice in service delivery (additional evidence questions & flexibility to apply tie in sector/professional standards with the help from the Interpretive Guide)**
- **Need to self assess against less standards but still focus on good quality service delivery**
- **This along with Standard 1.9 makes service safety a central theme of the accreditation, along with good corporate governance.**

1.9 Safety and quality systems are integrated and are managed systematically with clear lines of accountability to ensure continuously improving performance.

What is the evidence that:

- *the organisation has specified safety and quality performance requirements?*
- *there are cross organisational forums, processes and procedures for ensuring communication, planning and learning about safety and quality?*
- *responsibility for managing and leading safety and quality improvement is assigned, those responsible are accountable, and routine reporting of safety and quality performance to senior management and the governance structure occurs?*
- *service and program evaluation is routinely conducted and findings are used to for future planning and decision-making*
- *the organisation has an integrated complaints mechanism and complaints are addressed in a fair and timely way?*
- *safety incidents are managed and reported, and future planning is informed by data and analysis arising from such incidents?*

IN SUMMARY STANDARD 1.9 IS ABOUT... .

- Leadership for safety & quality
- Defined organisational objectives/outcomes for Safety & Quality
- Monitoring & reporting for safety and quality
- Use of a broad range of quality indicators
- Service & program evaluation & reporting
- Use of results of evaluation for improvement
- Safety & Quality Committee or similar..
- Everyone's responsibilities around safety & quality are clear
- Safety and quality policies and procedures

2.2 Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities .

What is the evidence that:

- *interventions and actions are based on assessment and planning?*
- *services and programs are managed to ensure positive outcomes for consumers and communities?*
- *information about the rationale, risks and effect of services and programs is routinely provided to consumers and communities?*
- *consumers and communities participate in decision-making about services and programs they receive?*
- *services and programs are safe and risks are identified and addressed?*

2.2 Cont.....For organisations providing direct services to individuals and families... .

What is the evidence that:

- *service & clinical governance systems are in place?*
- *intake is integrated & priority-based?*
- *effective referral practices are in operation?*
- *services & programs are evidence based?*
- *services & programs follow care plans developed with consumers?*
- *re-assessment occurs after service/program to check effectiveness?*
- *processes are in place for managing demand when it exceeds capacity to provide services & programs?*
- *client & community outcomes are documented & clear, accurate & secure client & program records are kept?*
- *service & program provision are evaluated & the findings used for improvement?*

ACTIVITY

Interpretive Guide: 2.2 Positive Outcomes

- In small groups, look at Standard 2.2 – Safe and positive service outcomes
- Choose 1-2 evidence questions
- think of what systems you have in place in your services.
- Fill out the Organisational Assessment Tool for 2.2

FEEDBACK

- **What do you already have in place?**
- **What Gaps can you see in your system?**
- **What questions does it raise?**

STEPS IN REVIEW CYCLE

BEGINNING

Sign a contract with QMS
Designating a Review Contact
Receive Review Resources

SELF ASSESSMENT

Use Quality Journal to describe what you have in place
for each standard.
Identify gaps
Take action to close the gaps

ON-SITE REVIEW

Collate documentation (evidence)
Schedule interviews (over 2-4 days)

REVIEW REPORT

Review Team provides report
Service provides feedback on report

QUALITY WORKPLAN (QWP)

Develop Action plan based on review report
Reported against 6 monthly to show progress

QUESTIONS AND ANSWERS?