

**ADMINISTRATION**

1 Teede Street  
BUNBURY WA 6230  
PO Box 1444  
BUNBURY WA 6231  
Telephone: (08) 9791 1166  
Facsimile: (08) 97214621

**CLINIC**

South West Health  
Campus Cnr Robertson  
Drive & Bussell Hwy  
BUNBURY WA 6230  
Tele: (08) 9791 7666  
Facsimile: (08) 97917655  
**Toll Free 1800 779 000**

**SOCIAL & EMOTIONAL  
WELLBEING TEAM**

Unit 1, 11 Sandridge Road  
BUNBURY WA 6230  
PO Box 1444 Bunbury WA  
6231  
Telephone (08) 9791 2779  
Facsimile: (08) 9792 3742  
**Toll Free 1800 008 860**



# SWAMS AGPAL Accreditation

Accreditation achieved Feb 2006

Renewed accreditation August 2009

Receiving two commendations

1. - Health Promotion and Preventative Care
2. - Commitment of Training of non Clinical staff

# Accreditation

- Accreditation Specialists – Anita and Janet.
- Policies and procedures manual
- OHS requirements
- Staff training and coaching
- Clinical audit of patient files
- Shopping for equipment
- Dummy audit

- **All staff had input into accreditation.**

- Meetings were held with representatives from all aspects of the organisation, CEO, Managers, Aboriginal Health Workers, Receptionists, Doctors, Health Information and HR.

- All staff attended information sessions and had input into the policies and procedures. Especially policies specifically relevant to them.

- A dummy audit was held prior to the official audit.

- Janet and Anita were present for the official accreditation.

# Reaccreditation

- Reviewed, updated and amended all policies and procedures
- Accreditation specialists developed an online training program specific to accreditation standards. Read information and completed multiple choice or true false questions. Certificate on completion. All staff we required to completed 11 modules.
- The accreditation process was made easier by having the expertise and knowledge of Janet and Anita.

# Accreditation & Health Information

- Health Information is a major part of Accreditation..
- What the auditors Looked For:-
  - Detailed comprehensive notes
  - Diagnosis
  - Test requests, results and follow ups
  - Recalls
  - Home visits by Doctors, Nurses, and Health Workers
  - Telephone calls
  - Discharge summaries from hospitals
  - Referrals to specialists and follow up
  - Immunisation records, recalls and follow ups
  - Patient social and family history
  - Emergency contact details

# Health Info Policies and Procedures

- Policies and procedures are live documents.
- Confidentiality is a very high priority.
- All Staff sign a confidentiality form when employed.
- No staff member can access a staff health record except Doctors and Nurses.
- **It is illegal to access your own medical record.**

# Communicare Security

- Audit checks, Communicare
- Check new staff data entry in Communicare.
- Limited access to Communicare
- Personal Logon and password
- Never leave Communicare open and walk away
- Set computer security to lock after 3 minutes idle
- Back up Communicare daily
- Check back up discs

# Maintaining quality of Health Information

- TRAINING, TRAINING, TRAINING
- Use clinical items for diagnosis, procedures and treatment.
- Comprehensive progress notes
- Audits and checks
- Communication
- Health Information Officer accessible and approachable.

# Challenges

1. Quality of stats – A problem was identified with episodes of care and contacts. Each visit is 1 episode of care which can have many contacts.
2. Accuracy of data – Choosing the correct mode and place, adding all attending providers,
3. How many recalls are you required to send before the recall can be cancelled?
4. Under billing Medicare not claiming 10991

# Accreditation and PIP incentives

- Must be accredited to enrol in PIP Incentives
- Lots of money to be made. Sign on payment, 1<sup>st</sup> and 2<sup>nd</sup> tier payments.
- PBS Co pay affordable access to medication for clients.
- Lots of work getting consent form completed and filling out registration forms