

National Safety and Quality Health Services Standards (Version - September 2012)

Dimension 1: Leadership and Management

How is health literacy an organisational value, part of the culture and core business of an organisation or service? How is it reflected in strategic and operational plans?

Standard	Indicators of Practice
1. Governance for Safety & Quality in Health Service Organisations	1.1 Implementing a governance system that sets out the policies, procedures and/or protocols for: <ul style="list-style-type: none"> • establishing and maintaining a clinical governance framework • identifying safety and quality risks • collecting and reviewing performance data • implementing prevention strategies • based on data analysis • analysing reported incidents • implementing performance management procedures • ensuring compliance with legislative requirements and relevant industry standards • communicating with and informing the clinical and non-clinical workforce • undertaking regular clinical audits
2. Partnering with Consumers	2.1 Establishing governance structures to facilitate partnerships with consumers and/or carers
	2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers in: <ul style="list-style-type: none"> • strategic and operational/services • planning • decision making about safety and quality initiatives • quality improvement activities

Dimension 2: Consumer involvement

How are consumers involved in designing, developing and evaluating the organisation's values, vision, structure and service delivery?

Standard	Indicators of Practice
2. Partnering with Consumers	2.2 Implementing policies, procedures and/or protocols for partnering with patients, carers and consumers.
	2.4 Consulting consumers on patient information distributed by the organisation
	2.5 Partnering with consumers and/or carers to design the way care is delivered to better meet patient needs and preferences.
	2.7 Informing consumers and/or carers about the organisation's safety and quality performance in a format that can be understood and interpreted independently
	2.8 Consumers and/or carers participating in the analysis of safety and quality performance information and data, and the development and implementation of action plans
	2.9 Consumers and/or carers participating in the evaluation of patient feedback data and development of action plans

Dimension 3: Workforce

How does the organisation encourage and support the health workforce to develop effective health literacy practices? Has it identified the workforce's needs for health literacy development and capacity? Has the organisation's health literacy performance been evaluated?

Standard	Indicators of Practice
2. Partnering with Consumers	2.6 Implementing training for clinical leaders, senior management and the workforce on the value of and ways to facilitate consumer engagement and how to create and sustain partnerships

Dimension 4: Meeting the Needs of the Population

How does service delivery make sure that consumers with low health literacy are able to participate effectively in their care and have their health literacy needs identified and met (without experiencing any stigma or being labelled as having low health literacy)? How is meeting the needs of the population monitored?

Standard	Indicators of Practice
1. Governance for Safety & Quality in Health Service Organisations	1.18.3 Mechanisms are in place to align the information provided to patients with their capacity to understand

Dimension 5: Access and Navigation

How easy is it for consumers to find and engage with appropriate and timely health and related services? How are consumers helped to find and engage with these services? How well are services coordinated and are services streamlined where possible?

Standard	Indicators of Practice
1. Governance for Safety & Quality in Health Service Organisations	1.18 Implementing processes to enable partnership with patients in decisions about their care, including informed consent to treatment
	1.18.3 Mechanisms are in place to align the information provided to patients with their capacity to understand
2. Partnering with Consumers	2.4 Consulting consumers on patient information distributed by the organisation
3. Preventing & Controlling Healthcare Associated Infections	3.19 Ensuring consumer-specific information on the management and reduction of healthcare associated infections is available at the point of care
6. Clinical Handover	6.5 Developing and implementing mechanisms to include patients and carers in the clinical handover process that are relevant to the healthcare setting
7. Blood & Blood Products	7.9 The clinical workforce informing patients and carers about blood and blood product treatment options, and the associated risks and benefits
	7.10 Providing information to patients about blood and blood product use and possible alternatives in a format that can be understood by patients and carers
8. Preventing & Managing Pressure Injuries	8.9. Informing patients with a high risk of pressure injury, and their carers, about the risks, prevention strategies and management of pressure injuries
	8.9.1 Patient information on prevention and management of pressure injuries is provided to patients and carers in a format that is understood and is meaningful
	8.10 Developing a plan of management in partnership with patients and carers
9. Recognising & Responding to Clinical Deterioration in Acute Health Care	9.7 Ensuring patients, families and carers are informed about, and are supported so that they can participate in, recognition and response systems and processes
	9.7.1 Information is provided to patients, families and carers in a format that is understood and meaningful.
	9.8 Ensuring that information about advance care plans and treatment limiting orders is in the patient clinical record, where appropriate
	9.9 Enabling patients, families and carers to initiate an escalation of care response
	9.9.2 Information about the system for family escalation of care is provided to patients, families and carers
10. Preventing Falls & Harm from Falls	10.9 Informing patients and carers about the risk of falls, and falls prevention strategies
	10.9.1 Patient information on falls risks and prevention strategies is provided to patients and their carers in a format that is understood and meaningful

10.10 Developing falls prevention plans in partnership with patients and carers

Dimension 6: Communication

How are information needs identified? How is information shared with consumers in ways that improve health literacy? How is information developed with consumers and evaluated?

Standard	Indicators of Practice
1. Governance for Safety & Quality in Health Service Organisations	1.18 Implementing processes to enable partnership with patients in decisions about their care, including informed consent to treatment
	1.18.3 Mechanisms are in place to align the information provided to patients with their capacity to understand
2. Partnering with Consumers	2.4 Consulting consumers on patient information distributed by the organisation
4. Medication Safety	4.12 Ensuring a current comprehensive list of medicines, and the reason(s) for any change, is provided to the receiving clinician and the patient during clinical handovers
	4.13 The clinical workforce informing patients and carers about medication treatment options, benefits and associated risks
	4.14 Developing a medication management plan in partnership with patients and carers
	4.15 Providing current medicines information to patients in a format that meets their needs whenever new medicines are prescribed or dispensed
	4.15.1 Information on medicines is provided to patients and carers in a format that is understood and meaningful