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SA Health

Policy

Accreditation to Safety and Quality Standards

Version 3.0

Approval date: 24 April 2024

PDS Reference No: D0307



Government
of South Australia

SA Health

1. Name of Policy

Accreditation to Safety and Quality Standards

2. Policy Statement

This policy provides the mandatory requirements for SA Health services to be assessed and accredited against the applicable national safety and quality standards to ensure the provision of safe and high-quality services.

3. Applicability

This policy applies to all employees and contracted staff of SA Health; that is all employees and contracted staff of the Department for Health and Wellbeing (DHW), Local Health Networks (LHNs) including, state-wide services aligned with those Networks and SA Ambulance Service (SAAS).

4. Policy principles

SA Health's approach to safety and quality accreditation is underpinned by the following principles:

- > We ensure regulatory systems are present in health services to protect the public from harm and improve the quality of health service provision.
- > We actively support health services to be continually 'assessment ready'.
- > We view accreditation as an opportunity to support health service improvement and promote patient safety.

5. Policy requirements

- > DHW must determine the standards applicable to the SA Health service organisation, provided in [Appendix 1: Safety and Quality Accreditation in SA Health – Mandatory Instruction](#).
- > All LHNs and SAAS must be accredited to the applicable safety and quality standards, in accordance with [Appendix 1: Safety and Quality Accreditation in SA Health - Mandatory Instruction](#).

Governance

- > DHW must:
 - Provide a responsive risk-based approach to accreditation which balances safety and quality needs and the requirements for effective regulation of health services.
 - Perform the role of State Regulator for the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme including the National Safety and Quality Health Service (NSQHS) Standards.
- > DHW, LHNs and SAAS must:
 - Ensure accreditation requirements are considered throughout the procurement process for contracts or agreements with external providers of health services.
 - Include accreditation requirements in license agreements issued to private hospitals.
- > LHNs and SAAS must:
 - Establish and maintain local governance processes to oversee and monitor compliance with the applicable accreditation standards.
 - Obtain approval from the State Regulator (for the NSQHS Standards) or national regulatory body before changing standards and follow any interim accreditation arrangements during the transition period.

- When establishing new health services, implement the standards approved by the State Regulator or national regulatory body, and follow any specific requirements for interim assessment accreditation.

Reporting Risks

- > LHNs and SAAS must:
 - Notify the national regulatory body, the DHW Safety and Quality Unit and the DHW Chief Executive (CE) who may escalate to the Minister for Health and Wellbeing (the Minister) if there is a significant safety and quality risk in relation to achieving or maintaining accreditation.
 - Notify and provide an action plan to the national regulatory body, the DHW Safety and Quality Unit, the DHW CE and the Minister, within 48 hours of identifying a significant patient risk during assessment.

Monitoring and Compliance

- > LHNs and SAAS must:
 - Notify the Clinical Governance Domain Custodian of any changes required to maintain accuracy of [Appendix 1: Safety and Quality Accreditation in SA Health - Mandatory Instruction](#).
 - Select and register with an authorised accrediting agency(s).
 - Have systems and processes implemented to comply with the mandated standards and follow the applicable accreditation processes, within the timeframes set by the relevant commission and/or regulator.
 - Inform DHW Safety and Quality of upcoming assessments (or equivalent) for accreditation.
- > DHW must:
 - Inform the affected health service of any changes or updates to [Appendix 1: Safety and Quality Accreditation in SA Health - Mandatory Instruction](#).
 - Monitor compliance and accreditation assessment outcomes, to support safety and quality initiatives.
 - Provide a regulatory response to the standards under the (AHSSQA) Scheme where accreditation requirements are not met and work with the relevant LHNs and/or SAAS to manage risk and achieve accreditation.

Post Assessment reporting

- > LHNS and SAAS must:
 - Submit the Accreditation Report (or equivalent) and a briefing to the DHW CE, within one week of receipt of local approval (with a copy to the Director S&Q DHW).
 - Submit a [governing body attestation statement](#) to the accrediting agency between 1 July and 30 September each year, for services assessed to the NSQHS Standards.

6. Mandatory related documents

The following documents must be complied with under this Policy, to the extent that they are relevant:

- > [Aged Care Quality and Safety Commission Act 2018](#)
- > [BreastScreen Australia National Accreditation Standards \(NAS\)](#)
- > [Diagnostic Imaging Accreditation Scheme \(DIAS\)](#)
- > [Multi-Purpose Services Aged Care Module](#)
- > [National Association of Testing Authorities \(NATA\)](#)
- > [National Clinical Trials Governance Framework \(ACSQHC\)](#)
- > [National Safety and Quality Health Service Standards \(NSQHS Standards\)](#)
- > [NDIS Commission – Practice standards](#)

- > [NSQHS Standards Advisories](#)
- > [RACGP Standards for General Practices \(5th edition\)](#)
- > [The Aged Care Quality Standards \(Quality Standards\)](#)

7. Supporting information

- > [Aged Care Quality Standards Fact Sheet](#)
- > [Australian Commission on Safety and Quality in Health Care](#)
- > [Australian Commission on Safety and Quality in Health Care – Resources for the NSQHS Standards](#)
- > [Australian Health Service Safety and Quality Accreditation Scheme](#)
- > [Governing Body Attestation Statement Fact Sheet and template](#)
- > [NDIS Quality and Safeguards Commission – what does this mean for providers?](#)
- > [NSQHS Standards User guide for governing bodies](#)
- > [Preparing for an assessment to the NSQHS Standards](#)

8. Definitions

- > **Aged Care Quality (ACQ) Standards** means the eight standards developed by the Aged Care Quality and Safety Commission which all aged care service providers that receive funding from the Australian Government must comply with.
- > **Assessment ready** means an organisation has prepared itself for an assessment of its compliance to the applicable standards, including having implemented processes and practices that align with the standards and have documented evidence to support this.
- > **Assessment report** means the report by the accreditation agency which summarises the outcome of an assessment to the applicable standard(s). This includes initial and final assessment rating reports for the NSQHS standards, accreditation reports, survey, or evaluation reports for other standards.
- > **Authorised accrediting agency** means organisations that are recognised by the regulatory authority and approved by the relevant commission.
- > **Australian Commission on Safety and Quality in Health Care (ACSQHC)** means the corporate Commonwealth entity which under the [National Health Reform Act 2011](#), is responsible for the formulation of standards relating to health care safety and quality matters.
- > **Domain Custodian** means the relevant Department for Health and Wellbeing Executive team member who is accountable for the day-to-day management and oversight of the Policy Domain. The Policy Domain relevant to this policy is Clinical Governance, Safety and Quality - the Director Safety & Quality is the Domain Custodian.
- > **Governing body attestation statement** means a formal statement, signed by a member of the governing body, attesting that the organisation has met actions 1.1 & 1.2 of the NSQHS Standards.
- > **Multi-Purpose Services (MPS)** mean a healthcare service model designed to provide a range of health and aged care services to people living in small regional and remote communities.
- > **Multi-Purpose Services (MPS) aged care module** means the six actions of the Aged Care Quality Standards not covered by the NSQHS Standards and applicable to MPS that are part of the Commonwealth MPS program.
- > **National Disability Insurance Scheme (NDIS)** means the government-funded scheme which provides support to people with permanent and significant disabilities.
- > **NDIS practice standards** mean the set of guidelines established by the NDIS quality and safeguards commission outlining the mandatory requirements NDIS registered providers must be accredited to.
- > **National Safety and Quality Health Service (NSQHS) Standards** mean the eight inter-related standards developed by the Australian Commission on Safety and Quality for Health Care (ACSQHC).

- > **National Clinical Trials Governance Framework** means the governance framework under the AHSSQA scheme which embeds clinical trials into routine health service provision. It is aligned with the NSQHS Standards and the actions in the governance framework are mandatory for health service organisations that provide a clinical trials service.
- > **National regulatory body** means the organisation with authority to support regulatory functions for each of the standards as detailed below:
 - **Aged Care Quality (ACQ) standards** – the Aged Care Quality and Safety Commission
 - **BreastScreen Australia National Accreditation Standards (NAS)** – BreastScreen Australia Program
 - **Diagnostic Imaging Accreditation Scheme (DIAS) standards** – The Australian Commission on Safety and Quality in Health Care
 - **National Pathology Accreditation Standards (PAS)** – The Australian Commission on Safety and Quality in Health Care
 - **National Association of Testing Authorities (NATA) Standards** – National Association of Testing Authorities
 - **National Disability Insurance Scheme (NDIS) practice standards** – the NDIS Quality and Safeguards Commission
 - **Pharmacy Regulation Authority SA (PRASA) standards** – Pharmacy Regulation Authority South Australia
 - **Royal Australian College of General Practitioners (RACGP) standards** – the Australian General Practice Accreditation Limited (AGPAL)
- > **State Regulator** means for the AHSSQA Scheme [standards](#) in South Australia, the DHW – Safety and Quality Unit. The unit is responsible for mandating the standards that health service organisations must be assessed against, overseeing the accreditation scheme content, receiving relevant accreditation data, and escalating responses where the NSQHS Standards are not met.
- > **Significant patient risk means:** a risk where there is a high probability of a substantial and demonstrable adverse impact for patients if the practice is to continue. In each case, a significant risk will be sufficiently serious to warrant an immediate response to reduce the risks to patients.
- > **State-wide services:** means State-wide Clinical Support Services, Prison Health, SA Dental Service, BreastScreen SA and any other state-wide services that fall under the governance of the Local Health Networks.

9. Compliance

This policy is binding on those to whom it applies or relates. Implementation at a local level may be subject to audit/assessment. The Domain Custodian must work towards the establishment of systems which demonstrate compliance with this policy, in accordance with the requirements of the [Risk Management, Integrated Compliance and Internal Audit Policy](#).

Any instance of non-compliance with this policy must be reported to the Domain Custodian for the Clinical Governance, Safety and Quality Domain and the Domain Custodian for the Risk, Compliance and Audit Policy Domain.

10. Document ownership

Policy owner: Domain Custodian for the Clinical Governance, Safety and Quality Policy Domain

Title: Accreditation to Safety and Quality Standards Policy

Objective reference number: A5384430

Review date: 24/04/2029

Contact for enquiries: Health.DHWClinicalGovernanceEnquiries@sa.gov.au

11. Document history

Version	Date approved	Approved by	Amendment notes
3.0	24/04/2024	Deputy Chief Executive Clinical System Support and Improvement	Amended to include other national safety and quality standards and the revised policy template under the Policy Framework. Previously known as Accreditation to National Safety and Quality Health Service Standards Policy.
2.0	19/02/2020	Deputy Chief Executive Commissioning and Performance	Updated to reflect Version 2 of the National Safety and Quality Health Service Standards
1.0	20/12/2012	Portfolio Executive	Original

12. Appendices

1. Safety and Quality Accreditation in SA Health – Mandatory Instruction

Appendix 1: Safety and Quality Accreditation in SA Health – Mandatory Instruction

The following Instruction must be complied with to meet the requirements of this policy.

LHN/Service	Site - Health service	NSQHS	MPS Module	ACQ	NDIS	Other
ALL LHNs	NSQHS Standards must apply to mental health services & community services provided by LHNs. RACGP Standards through AGPAL must apply to general or medical practices managed by the LHNs. National Clinical Trials Governance Framework must apply to LHNs providing a clinical trials service.					
BHFLHN Barossa Hills Fleurieu Local Health Network	<u>Hospitals</u> - Angaston District Hospital, Eudunda Hospital, Gawler Health Service, Gumeracha District Soldiers' Memorial Hospital, Kapunda Hospital, Mount Barker District Soldiers' Memorial Hospital, Mount Pleasant District Hospital, South Coast District Hospital, Strathalbyn and District Health Service, Tanunda War Memorial Hospital.	✓				
	Community Health Service, Mental Health Service.	✓				
	<u>Multi-Purpose Services</u> - Kangaroo Island Health Service- Anchusa Nursing Home & Carnarvon Hostel.	✓	✓			
	<u>Residential Aged Care Facilities</u> - Eudunda Senior Citizens Hostel, Torrens Valley Aged Care, Kapunda Hospital Homes, Strathalbyn & District Aged Care Facility. <u>BHFLHN Aged Care Services</u> – Country Health Connect – Home Care Packages and Home Support.				✓	
	BHFLHN NDIS Services				✓	
CALHN Central Adelaide Local Health network	<u>Hospitals</u> - Glenside Campus Mental Health Service, Hampstead Rehabilitation Centre, Lyell McEwin Satellite Dialysis Centre CNARTS, Pregnancy Advisory Centre, The Queen Elizabeth Hospital, The Royal Adelaide Hospital.	✓				
	SA Prison Health Services, DonateLife SA, CALHN Statewide Rehabilitation Services (SRS) Repat Health Precinct, Elpida House Community Residential Centre, Queenstown Intermediate Care Centre.	✓				
	CALHN NDIS Services				✓	
EFNLHN	<u>Hospitals</u> - Oodnadatta Health Service, Port Lincoln Health Services.	✓				
	Community Health Service, Mental Health Service.	✓				

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LHN/Service	Site - Health service	NSQHS	MPS Module	ACQ	NDIS	Other
ALL LHNS	NSQHS Standards must apply to mental health services & community services provided by LHNS. RACGP Standards through AGPAL must apply to general or medical practices managed by the LHNS. National Clinical Trials Governance Framework must apply to LHNS providing a clinical trials service.					
Eyre and Far North Local Health Network	<u>Multi-Purpose Services</u> : Ceduna District Health Service, Cleve District Hospital & Aged Care, Coober Pedy Hospital & Health Service, Cowell District Hospital & Aged Care, Cummins & District Memorial Hospital, Elliston Hospital, Kimba District Hospital & Aged Care, Streaky Bay Hospital, Tumby Bay Hospital and Health Services, Wudinna Hospital.	✓	✓			
	<u>EFNLHN Aged Care Services</u> – Country Health Connect - Home Care packages			✓		
	EFNLHN NDIS Services				✓	
FUNLHN Flinders and Upper North Local Health Network	<u>Hospitals</u> - Port Augusta Hospital & Regional Health Services, Roxby Downs Health Service, Whyalla Hospital and Health Services.	✓				
	Community Health Service, Mental Health service, Leigh Creek Health Service, Whyalla Integrated Mental Health Inpatient Unit.	✓				
	<u>Multi-Purpose Services</u> : Hawker Memorial Hospital, Quorn Health Service	✓	✓			
	<u>FUNLHN Aged Care Services</u> – Country Health Connect - Home Care Packages			✓		
	FUNLHN NDIS Services				✓	
LCLHN Limestone Coast Local Health Network	<u>Hospitals</u> - Bordertown Memorial Hospital, Millicent and District Hospital and Health Service, Mount Gambier and Districts Health Service, Naracoorte Health Service.	✓				
	Community health service, Mental health service.	✓				
	<u>Multi-Purpose Services</u> : Kingston Soldiers' Memorial Hospital- Elanora Hospital & Lighthouse Lodge, Penola War Memorial Hospital – Pinchunga Hostel & Jarvis Wing.	✓	✓			
	<u>Residential Aged Care Facilities</u> - Bordertown Francis Penny Facility & Charla Lodge Hostel, Millicent Sheoak Lodge, Naracoorte – Morton Bay House, Keith & District Healthcare – Stirling Lodge. <u>LCLHN Aged Care Services</u> – Country Health Connect - Home Care Packages				✓	
	LCLHN NDIS Services				✓	

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LHN/Service	Site - Health service	NSQHS	MPS Module	ACQ	NDIS	Other
ALL LHNs	NSQHS Standards must apply to mental health services & community services provided by LHNs. RACGP Standards through AGPAL must apply to general or medical practices managed by the LHNs. National Clinical Trials Governance Framework must apply to LHNs providing a clinical trials service.					
NALHN Northern Adelaide Local Health Network	<u>Hospitals</u> - Lyell McEwin Hospital, Modbury Hospital.	✓				
	Ashton House, Community Recovery Centre – Wondakka, James Nash House, Northgate House.	✓				
	Watto Purrinna Aboriginal Health Service and Wonggangga Turtpandi (Port Adelaide Primary Health Care Service).	✓				
RMCLHN Riverland Mallee Coorong Local Health Network	<u>Hospitals</u> - Barmera Health Service, Loxton Hospital Complex, Mannum District Hospital, Murray Bridge Soldiers Memorial Hospital, Renmark Paringa District Hospital, Riverland General Hospital.	✓				
	Community Health Service, Mental Health Service, Berri Integrated Mental Health Inpatient Service.	✓				
	<u>Multi-Purpose Services</u> : Karoonda & District Soldiers' Memorial Hospital, Lameroo District Health Service, Meningie & Districts Memorial Hospital & Health Service, Pinnaroo Soldiers' Memorial Hospital, Tailem Bend District Hospital, Waikerie Health Service.	✓	✓			
	<u>Residential Aged Care Facilities</u> - Bonney Lodge - Barmera, Loxton District Nursing Home - Loxton, Renmark Nursing Home- Renmark. <u>RMCLHN Aged Care Services</u> Country Health Connect – Home Care packages				✓	
	RMCLHN NDIS Services				✓	
SALHN Southern Adelaide Local Health Network	<u>Hospitals</u> -Flinders Medical Centre, Noarlunga Health Service, Repat Health Precinct.	✓				
	Aboriginal Family Clinics Noarlunga & Clovelly Park, Drug and Alcohol Services SA, Eyes on Laffer, GP Plus Super Clinic (Noarlunga) and GP Plus Centres (Marion and Aldinga), Jamie Larcombe Centre SA Virtual Care Service, State-wide Eating Disorder Service, State-wide Gambling Therapy Service, Trevor Parry Community Recovery Centre at Noarlunga.	✓				
	Older Persons Mental Health Service – Repat Health Precinct			✓		
	SALHN NDIS Services				✓	

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LHN/Service	Site - Health service	NSQHS	MPS Module	ACQ	NDIS	Other
ALL LHNS	NSQHS Standards must apply to mental health services & community services provided by LHNS. RACGP Standards through AGPAL must apply to general or medical practices managed by the LHNS. National Clinical Trials Governance Framework must apply to LHNS providing a clinical trials service.					
SAAS	SA Ambulance Service	✓				
SCSS State-wide Clinical Support Services (Integrated within LHN assessments excluding SA Dental)	Breast Screen SA	✓				BreastScreen NAS
	SA Dental – Statewide Dental Services (SWDS) and The Adelaide Dental Hospital (ADH)	✓				
	SA Medical Imaging	✓				DIAS
	SA Pathology	✓				NATA
	SA Pharmacy	✓				PRASA
WCHN Women’s and Children’s Health Network	<u>Hospitals</u> - Women’s and Children’s Hospital, CaFHS-Torrens House,	✓				
	CAMHS-Helen Mayo House, CAMHS - Women’s and Children’s Hospital, Child & Family Health Services (CaFHS), Child & Adolescent Mental Health Service (CAMHS), Health and Recovery, Trauma Safety Services (HaRTSS).	✓				
	WCHN NDIS Services	✓			✓	
YNLHN Yorke and Northern Local Health Network	<u>Hospitals</u> - Balaklava Soldiers Memorial District Hospital, Booleroo Centre District Hospital and Health Services, Central Yorke Peninsula Hospital, Clare Hospital, Jamestown Hospital and Health Service, Northern Yorke Peninsula Hospital, Orroroo and District Health Service, Peterborough Soldiers' Memorial Hospital, Port Broughton and District Hospital and Health Service, Port Pirie Regional Health Service, Riverton District Soldiers' Memorial Hospital, Southern Yorke Peninsula Health Service.	✓				
	Community Health Service, Mental health service	✓				
	<u>Multi-Purpose Services</u> : Burra Hospital, Crystal Brook and District Hospital, Laura and District Hospital, Snowtown Hospital and Health Service.	✓	✓			

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LHN/Service	Site - Health service	NSQHS	MPS Module	ACQ	NDIS	Other
ALL LHNs	NSQHS Standards must apply to mental health services & community services provided by LHNs. RACGP Standards through AGPAL must apply to general or medical practices managed by the LHNs. National Clinical Trials Governance Framework must apply to LHNs providing a clinical trials service.					
	<u>Residential Aged Care Facilities</u> - Balaklava - Ira Parker Nursing Home, Clare - Kara House, Jamestown - Symonds Wing, Minlaton - Melaleuca Court, Orroroo Community Home, Peterborough - Nalya Lodge, Port Pirie – Hammill House, Riverton - Wakefield Aged Care. <u>YNLHN Aged Care Services</u> – Country Health Connect Home Care Packages			✓		
	YNLHN NDIS Services				✓	