National Safety and Quality Health Service Standards (second edition) tips sheet

Clinical Governance
- Report clinical incidents and near misses in the clinical incident management system.
- Escalate concerns to the relevant person in a timely manner.
- Attend and participate in meetings to share information.

Partnering with Consumers
- Involve patients, carers and families in care planning and goal setting.
- Seek regular feedback from patients, carers and families on care planning and delivery.
- Follow up on issues identified by patients, carers and family members in a timely manner.

Preventing and Controlling Healthcare-associated Infection
- Comply with aseptic technique requirements.
- Perform hand hygiene correctly.
- Review infection and transmission rates.

Medication Safety
- Maintain competency and work within scope of practice.
- Check, re-check and check again!

Comprehensive Care
- Collaborate with patients, carers and families to develop goal-directed care.
- Use a comprehensive care plan to deliver care.
- Reassess the patient’s needs if changes in diagnosis, behaviour, cognition, or mental or physical condition occur.

Communicating for Safety
- Use appropriate patient identification checklists (e.g. Surgical Safety Checklist).
- Use patient identification process during clinical handover, transfer and discharge.
- Use a structured clinical handover process.

Blood Management
- Store, distribute and handle blood safely and securely.
- Report blood related adverse reactions or incidents.

Recognising and Responding to Acute Deterioration
- Use early warning and response systems, including early warning tools.
- Make sure you do a full set of observations and escalate any concerns.
- Escalate clinical concerns to the right person at the right time.
- Encourage patients, carers and family members to raise concerns.

For more information go to: https://www.safetyandquality.gov.au/