Standards, Benchmarking and Alternatives

Sterilising, Research and Advisory Council (Qld) Conference

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Standards, Bioburden
Benchmarking and Alternatives

Australian Standards in Health Care Delivery

1) Community Expectations
2) Setting the standards
3) Monitoring and benchmarking
4) Reporting against standards
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Australian Standards in Health Care Delivery

Community Expectations
• high quality services
• qualified, skilled staff
• right service at the right time

Setting the Standards
• national and state standards
• organisational standards
• departmental standards
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The Australian Charter of Healthcare Rights
A guide for patients, consumers, carers and families
2009
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Australian Standards in Health Care Delivery

Principles for Open Disclosure

• Openness and timeliness of communication
• Acknowledgment
• Expression of regret
• Recognition of the reasonable expectations of patients and their support person
• Staff support
• Integrated risk management and systems improvement
• Good governance
Doctors have a hand in deaths

“More than 7000 patients die and billions of dollars worth of health care is wasted every year in Australia because doctors and nurses do not wash their hands enough.”

The Courier-Mail October 08, 2007
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Australian Standards in Health Care Delivery

- Hospital Acquired Infection (HAI) is the most common complication affecting patients in hospital. Many such infections can be prevented using approaches based on quality and safety theory, such as:
  - quality improvement methodologies
  - safety culture (ie a system in which individuals feel responsible for helping to increase safety and quality)
  - application of systems thinking (ie understanding the ‘system factors’ that allow individuals to make errors or prevent them from doing so).

“Australian Commission on Safety and Quality in Health Care – 2008”
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- Reusable medical devices are processed to the level for their intended use:
  - Sterile for critical items
  - High level disinfection for semi-critical items
  - Low level disinfection for non-critical items
- Reusable medical devices undergo cleaning process prior to disinfection or sterilisation
- Single use medical devices are not reused
- Only Sterilising Services (SS) that meet the minimum requirements for cleaning, disinfection and sterilisation are able to undertake sterilisation services
- Flash sterilisation is only to be used as an emergency for single instruments eg. dropped single instrument
- SS is consulted when purchasing instrumentation
- Education, training and written instructions are to be provided to SS staff when new instrumentation or equipment is purchased
- SS is involved in operating theatre scheduling to maximise instrumentation utilisation

“CHRISP – Disinfection and Sterilization infection Control Guidelines 2008”
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Australian Standards in Health Care Delivery

Monitoring and Benchmarking

- Comprehensive data collections
- Hitting the target
- Measuring ‘like’ with ‘like’

Reporting

- Transparency and public accountability
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National Health Reform

- Hospital standards will be monitored by a new National Health Performance Authority and performance data will be published on the "MyHospitals" website.
- Ms Gillard said the overhaul would reduce waste within the health system and force hospitals to lift their standards.
- "People will be able to transparently see who is not meeting targets and demand that it be addressed," Ms Gillard said.
- "The force of transparency is it always keeps before decision-makers and the public what's going well and what's going badly and it always informs a will for change."

“Prime Minister, Minister for Health and Ageing – Media release 2/8/11”
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National Health Reform

Specifically, the Reform agreement will deliver:

- Faster access to emergency department and elective surgery procedures, through the establishment of:
  - A 4-hour target for emergency waiting times, with the aim that 90 per cent of patients across all triage categories are seen within four hours.
  - A 100 per cent elective surgery target, aimed at ensuring all patients waiting for elective surgery are treated within clinically recommended times.
- Less waste with hospitals funded for what they actually deliver.
- Greater local control of hospitals.
- Unprecedented new levels of public reporting on health services and expenditure for every hospital in Australia.
- The Australian Government will step up to permanently pay for 45 per cent of growth in hospital services in 2014-15, increasing to 50 per cent in 2017-18.
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Alternatives Within Health Care Delivery
National Health Reform

New Organisations - a web of services

- Hospital and Health Care Networks
- Medicare Locals

Public/private collaborations
Alternatives Within Health Care Delivery - National Health Reform

• New Local Hospital Networks will ensure decisions about hospital management are devolved to the local level. In addition, local clinicians will be engaged to advise about patient pathways which best meet the needs of the local community.

• New Medicare Locals will support the day-to-day delivery of better integrated GP and primary health care services in the community ensuring more patients can get the care that they need in the right settings.

• Reforms to aged care will see the Commonwealth becoming directly responsible for funding

“Prime Minister, Minister for Health and Ageing – Media release 2/8/11”
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Alternatives Within Health Care Delivery

- **New Roles:**
- Blurring the boundaries (eg technicians/nurses)
- Extended and advanced roles
- Robotics and other bio-mechanical solutions
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Showing Leadership in a Changing Environment

• Keep an eye on what’s happening in the “big picture” otherwise it will be impossible to achieve local goals and targets
• Be prepared to take a risk and push boundaries – seek alternatives and new ways of doing things
• Lead by example – your staff and colleagues will join you if you are well informed and demonstrate leadership skills
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Conclusion

• If you maintain standards, actively participate in change, benchmark against like services and seek better alternatives the “world will be your oyster”
Thank You