

The Australian Commission on Safety and Quality in Health Care (the Commission) released **the National Safety and Quality Digital Mental Health (NSQDMH) Standards** in November 2020, in collaboration with consumers, carers, families, clinicians, service providers and technical experts.



DEFINING DIGITAL MENTAL HEALTH SERVICE

A digital mental health service is defined as a mental health, suicide prevention or alcohol and other drug service that uses technology to facilitate engagement and deliver care.



Services may be delivered by:

- Telephone (incl. mobile phone)
- Videoconferences
- Online (incl. web chats)
- SMS
- Mobile health applications (apps)



WHY WERE NSQDMH STANDARDS DEVELOPED

The primary aim of the NSQDMH Standards is to improve the quality of digital mental health service provision and to protect service users and support people from harm.

The NSQDMH Standards provide a nationally consistent quality assurance that relevant systems are in place to ensure expected standards of safety and quality are met.

THREE NSQDMH STANDARDS

1

Clinical and Technical Governance Standard

Describes the clinical and technical governance, safety and quality systems and the safe environment (including privacy, transparency, security and stability of digital systems) that are required to maintain and improve the reliability, safety and quality of digital mental health care, and improve health outcomes for service users.

2

Partnering with Consumers Standard

Describes the systems and strategies to create a person-centred digital mental health system in which service users and where relevant, their support people are a) Included in shared decision-making, b) Partners in their own care, c) Involved in the development and design of quality digital mental health care.

3

Model of Care Standard

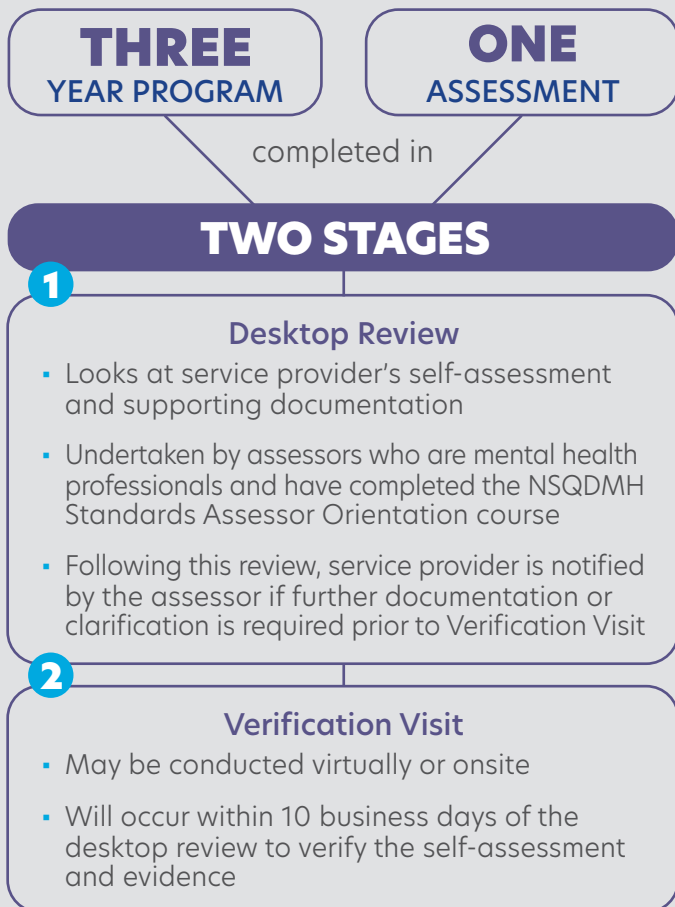
Describes the processes for developing and delivering digital mental health services, minimising harm to service users, their support people and others, communicating for safety and recognising and responding to acute deterioration in mental state.

Next Steps →

To find out more about the ACHS NSQDMH Standards Accreditation Program, please contact our Customer Services Team via csm@achs.org.au or **02 9281 9955**

ACCREDITATION PROCESS

The ACHS NSQDMH Standards Accreditation Program complies with the requirements of the Australian Commission on Safety and Quality in Health Care (ACSQHC).



ASSESSMENT OUTCOME

Three years accreditation is awarded if all applicable actions are rated **met** or **met with recommendation**.

Working towards accreditation is awarded if **more than half** the applicable actions (but not all applicable actions) are rated met or met with recommendation.

WHY CHOOSE ACHS?



Demonstrated experience in assessing mental health services

ACHS has provided accreditation services for many years to specialist mental health services. We currently accredit over 150 mental health services Australia wide.



Expert help and support

Unlimited customer service and advice at every stage of the assessment process, including in the pre-assessment and self-assessment phases.



Benchmarking with CIP

Free subscription to our Clinical Indicator Program (CIP), the world's largest dedicated clinical indicator data collection and reporting service.



Online tools

Easily submit your data online and gain access to our user-friendly digital accreditation tools as well as webinars and virtual workshops.



Guidelines and resources

Wide library of tools and members-only resources to help you optimise your performance, including a regular e-newsletter.



Educational training

Access to our Improvement Academy training at discounted rates. Access to exclusive free educational events for Members.

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