

ACHS is approved by the Australian Commission on Safety and Quality in Healthcare (the Commission) to assess healthcare organisations to the National Safety and Quality Primary and Community Healthcare (NSQPCH) Standards.



The Commission launched the Standards in October 2021. The Standards were developed in consultation with consumers, healthcare providers and services, professional and peak bodies, and Primary Health Networks. They are designed to give the community confidence that they are accessing safe, high-quality healthcare services in a primary and community setting.

DEFINING PRIMARY AND COMMUNITY HEALTHCARE SERVICE

Services that deliver health care to people in a primary and/or community setting, usually close to where they live and work.



THREE NSQPCH STANDARDS

1

Clinical Governance

The Clinical Governance Standard aims to ensure that the community and healthcare services can be confident that systems are in place to deliver safe and high-quality health care and continuously improve services. It focuses on the relationships and responsibilities established by primary and community healthcare services. This includes governance frameworks and its implementation.

2

Partnering with Consumers

The Partnering with Consumers Standard describes the systems and strategies that empower patients and consumers to be partners in their own health care.

This enables patients and consumers to be included in shared decision-making and involved in the development and design of the quality healthcare services.

3

Clinical Safety

The Clinical Safety Standard considers specific, commonly encountered, high-risk areas of health care that need to be addressed and mitigated. These include: Preventing and controlling infections, Medication safety, Comprehensive care, Communicating for safety, Recognising and responding to serious deterioration and minimising harm.

The Clinical Governance Standard and the Partnering with Consumers Standard are the overarching requirements for the Clinical Safety Standard to be effectively implemented.

Next Steps →

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

ACHIEVING ACCREDITATION

There are **four distinct models of assessment** available for healthcare services seeking accreditation to the Standards. These reflect the varying levels of readiness and engagement with the Standards across the sector.

In most instances, a healthcare service may choose what model of assessment they undertake, depending on their level of readiness or Regulator requirement.



Unsure which model is suitable for your organisation?

Contact our friendly team on 02 9281 9955 who will guide you through the selection process.

Accreditation cycles

Two-year or three-year cycle

Assessment models

- Desktop Assessment
- Desktop + Virtual
- Desktop + On-site
- Desktop + Short Notice

Assessment process

1. Application for not applicable actions
2. Initial assessment
3. Remediation period (if required)
4. Final assessment (if required)
5. Determination of accreditation

Award of accreditation

The Standards are independently assessed on their evidence of implementation. Accreditation is awarded based on their compliance. Accreditation is awarded if all relevant actions in the Standards are rated as *met* or *met with recommendations*.

WHY CHOOSE ACHS?



Australia's most experienced healthcare accreditation service

Currently there are more than 1,600 healthcare organisations in Australia, including their associates, that undertake ACHS assessment and quality improvement programs.



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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