

National Safety and Quality Healthcare Service Standards: Front and centre in student and staff orientation

Julie-Anne Ross¹, Cate Fitzgerald²

1 Princess Alexandra Hospital, Metro South Hospital and Health Service, Ipswich Rd, Woolloongabba, Q, 4102, Julie-Anne.Ross@health.qld.gov.au

2 Metro South Hospital and Health Service, Ipswich Rd, Woolloongabba, Q, 4102

Background

The National Safety and Quality Healthcare Service (NSQHS) Standards were developed by the Australian Commission on Safety and Quality in Health Care to improve the quality of health service provision. The standards provide a nationally consistent statement of the level of care consumers should be able to expect from health services.

With the implementation of these standards in 2013 there has been an increase in the need for organisations to demonstrate their provision of necessary training and support to ensure staff and students are adequately skilled in aspects of patient care to support safe practice.

Method

A project was undertaken in early 2014 to develop required training modules for allied health staff and students to meet the requirements of the NSQHS Standards and enable access for staff across Queensland and students from all universities. The project aimed to provide access to training to support patient, student and staff safety.

A subsequent review of the implementation of these training modules has been undertaken demonstrating positive uptake of the modules.

Results

Integrating existing training modules, developing new modules, negotiating access platforms and developing processes for engaging key stakeholders posed a number of successes and challenges all of which will be discussed. The range of training modules and supporting resources developed will be presented as well as the reactions of the allied health workforce and stakeholders.

The results of the review and recommendations for the future will be discussed.

Conclusion

The patient/consumer is at the heart of any health care organisation. The NSQHS standards guide the requirements of staff and students to be skilled in many important areas of healthcare over and above their specific professional training.