


**health quality and complaints commission**  
POSITIVE HEALTH ACTION

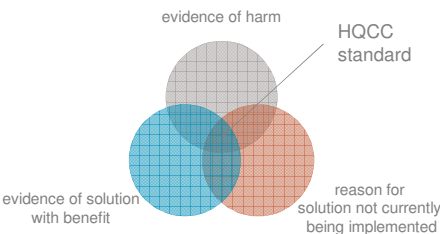


## Designing healthcare standards to comply with legislation

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Poster presentation for  
 International Society for Quality in Healthcare  
 26<sup>th</sup> International Conference, Dublin 2009

## Criteria for standard



evidence of harm  
 HQCC standard  
 evidence of solution with benefit  
 reason for solution not currently being implemented


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## The standards


- Provider's duty to improve the quality of health services\*
- Review of hospital-related deaths
- Management of AMI on and following discharge
- Hand hygiene
- Surgical safety
  - Prevention of surgical site infections
  - Ensuring correct surgery
  - Prevention of venous thromboembolism
- Credentialing and defining the scope of clinical practice
- Complaints management

\*Section 20 of the *Health Quality and Complaints Commission Act 2006*

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### Quality improvement for improved health outcomes



Plan: set priorities, plan for improvement, gap analysis, improved health outcomes  
 Do: reasonable processes, quality monitoring  
 Study: reporting, 5.20 action plan  
 Act: sharing quality improvement outcomes, quality improvement resources

consumer – provider – hqcc partnership

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