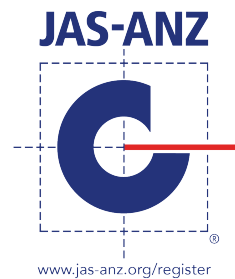


We're here to empower you to make  
your practice the best it can be.





Creating longevity  
in your Practice  
Accreditation Systems



# Acknowledgement of Country

---

*'In the spirit of reconciliation Quality Practice Accreditation acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.'*

# Agenda

- Practice Accreditation Systems
- Techniques to analyse
- Review
- Monitoring
- Implementing changes
- Questions



# Accreditation Systems

Not our software

Systems you will need to demonstrate that you have in place in order to meet the ongoing requirements of accreditation



# Accreditation Systems

- Cold Chain Management
- Recall and Reminder system
- Infection Control
- Risk Management system (Clinical & Business)
- Quality Improvement system
- Information Security system



## Accreditation Systems

- Health Information Management system (Medical records content, privacy)
- Human Resources
- Strategic Management

# IMPORTANT

---

A system in your practice:

- Encompasses policy and procedure
- Resources
- Tools





## Techniques to analyse

- Mind map or flow chart
- Policy
- Procedure
- Resources
- Tools



## Review Practice systems

- Interview key personnel - what works well or not
- Legislative requirements
- Regulatory and Standards requirements



## Review Practice systems

- Strategic direction of your practice
  - goals
  - plans
  - governance
  - leadership



## Review Practice systems

- Policy - not your first consideration
- Procedure
- Evidence
- Supporting processes



## Strategies & monitoring

- Plan to get buy-in
- Plan to “tweak” systems
- Plan to systematically review
- Plan to monitor



## Monitoring

- Triggers can identify issues within systems
- Complaints - internal and external
- Near misses or incidents
- Internal feedback
- External feedback - Accreditation process
- Financial impacts





## Monitoring

- Set up reporting protocols - to you
- Set up reporting protocols - from you
- Schedule time for systems in your practice
- Utilise the tools available to you



# Monitoring

- Observation
- Interview key personnel
- Keep a record of your reviews - quality improvements in your practice





## Implementing changes in systems

- Tweaks to systems are improvements
- Create buy-in
- Financial impacts
- Language and delivery is important
- Lead by example

# IMPORTANT

---

A system is:

- Never rigid
- Fluid and adaptable
- Has to be reactive to changes in your business environment

# Q & A

---

To ask a question please use the Question function in your GoToWebinar control panel. If you type your question in, we can read it out and will answer to share the knowledge with the audience.

---

THANK YOU FOR JOINING US



