

THEME

Applying Best Practices in Healthcare Delivery

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Performance



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Leadership in nursing care -

Patient and family rights during care



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Patient and Family rights

- ACHS EQuIP 4 guide
- Standard 1.6 relates to the promotion of consumer/patient participation and the need to involve consumers/patients in their health care .
- The governing body is committed to consumer/patient participation
- Covers input from consumers/patients ,carers and community
- Rights and responsibilities
- Organisations make provision for consumers /patients from culturally and linguistically diverse backgrounds (CALD)

EQuIP 4 standards

- Standard 1 – Continuum of Care .
Consumers/patients are provided with high quality care throughout the care delivery process
- Assessment
- Care planning and delivery
- Consent process
- Care evaluation
- Discharge/transfer
- Systems for ongoing care
- Care of the dying and deceased
- Health record

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Legal framework –provides patients and families with high quality care

- National/State/Territory Acts and Regulations which address patient rights and responsibilities
- Specific legislature for aged care and mental health care , pharmaceuticals
- Private Hospitals –Patient Charter of Rights
- Australian Council for Safety and Quality in Health Care
- National Health and Medical Research Council
- Professional Codes for Medicine and Nursing –professional conduct and ethics
- Registration and regulation by professional bodies –moving to national registration in 2010

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1. Active participation in health care - right to information

- Diagnosis or possible nature of their illness or disease
- Test results and implications
- Approach to proposed treatment
- Other options
- Likely consequences of any treatment options
- Likely consequences of not having treatment
- Estimate of costs
- Advice regarding additional services

1. Nursing initiatives –active participation in health care

- ↘ Access/assessment –DEM rapid assessment units
 - streaming
 - chronic health care teams
 - nurse practitioner positions
 - outreach initiatives e.g. HITH/HITNH
 - assessment and care planning
 - nurse initiated pathology and medical imaging
 - advanced directives management for palliative patients

Nursing initiatives -care planned and delivered in partnership with patient/carer

- Multidisciplinary teams
- Patient risks identified e.g. protocols for CPR, MET ,DANGER
- Guidelines/ care pathways/ care plans
- Organisational policies and procedures
- Strategies to manage nutritional status , falls prevention and management plans, pressure ulcer management systems , incontinence ,post surgical complications
- Clinical handover
- Family conferencing
- Estimated date of discharge on admission
- Outreach pre-admission processes

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Nursing Initiatives- care evaluation

- Review of clinical care e.g. ward rounds ,handover at the bedside including patient/carer, case studies
- Clinical process and outcome indicators
- Evaluation of untoward events EIMS,AIMS
- Consumer /patient satisfaction with the expected outcomes as discussed and documented in the health record
- Review of effectiveness of clinical pathways e.g. variances
- Review of nurse sensitive indicators
- Correct patient/correct site

Nursing initiatives –discharge/transfer/ongoing care

- Review of discharge summaries including community referral as appropriate
- Re-admission indicators
- Chronic disease management including self management strategies and referrals
- Patient education e.g. cardiac rehabilitation, medication management
- Transitional care programs
- Rehabilitation in the home
- Policies for organ donation
- Religious and cultural beliefs adhered to

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2. Individualised service free from discrimination

- Treated with dignity, courtesy and respect
- Receive health services where the needs, wishes and background of the consumer/patient are considered
- Withdraw from service provision
- Receive services regardless of gender, age, race, ethnicity, physical or intellectual disability, religion, sexual orientation, political belief

2. Nursing initiatives – rights and responsibilities

- Patient advocacy to ensure care is non-discriminatory
- Patient policy and procedures on rights and responsibilities
- Staff education and training
- Use of interpreters
- Consumer/patient feedback

3. Confidentiality , privacy and security

- Personal health record kept confidential
- Know who has access to personal record
- type of information kept on the record
- Expect staff to be bound by confidentiality
- Information kept securely

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3. Nursing initiatives – privacy , health record

- Full documentation of care to ensure safe and effective delivery of care
- Privacy principles
- Electronic health record, use of bedside devices
- Clinical decision making algorithms

Nursing initiatives - right to information

- Consent – issue of consent is complex but fundamental to the provision of care
- Duty of disclosure – places onus on the medical practitioner and health care team to provide patients with information and to ensure the patient comprehends
- Informed consent allows the patient to adequately assess the risks and alternatives
- Enacts the patient's right to accept or reject a medical opinion
- Disclosure

4. Access to complaint mechanism

- To be informed of, and to have access to complaint procedures
- Right to complain about health services or providers if not satisfied
- Have complaint dealt with promptly , fairly and without adverse effect

4. Nurse initiatives –incidents, complaints and feedback

- Process improvements using feedback information
- Nursing education and orientation systems
- Complaints management education and training
- Use of EIMS/ AIMS /RISKMAN to manage incidence and near miss information
- Principles of open disclosure embraced

5. Family /carer

- Involved in care planning and delivery
- Have information about the care of the patient

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5. Nurse initiatives –family /carer involvement

- Co-ordination of the care team
- Family conferences
- Patient centred care
- Chronic disease self management education e.g. .flinders model
- Clinical handover at the bedside
- Clinical practice improvements including TCAB models



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