

NSQHS Standard 2 Partnering with Consumers

Facility audit tool



Hospital and Health Service:	Facility:	Audit Date/Period:
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Facility audit tool: collects facility level data and collates the ward/unit level responses.

- Notes:
- Each facility needs to determine those audit questions that are applicable to their facility / health service circumstances for review
 - Some questions and responses may not be applicable (eg. at a ward/unit level) and can be adapted to suit individual requirements
 - The measurement plan details each audit question and the action/criteria it aligns to in the standard

Facility Questions		Response
1.0	Is there evidence that the facility has a Consumer and Community Engagement Strategy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.1	If yes: Is there evidence that the strategy: <ul style="list-style-type: none"> • engages consumer and community representatives on relevant health service committee/key groups e.g. clinical council, safety and quality committee, governance group? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • includes mechanisms to review how consumers and the community found the process of being engaged by the service, program or facility and how to improve the strategic plan based on this feedback? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • details the mechanisms to ensure Terms of Reference for any governance structure / committee includes the engagement of consumer and community representatives? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • details the financial and physical resources that are available to support consumer participation and input at the governance level? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> • analyses and reviews the demographic characteristics of consumers to provide people from diverse backgrounds and relevant minority groups opportunities to be engaged? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2	If yes to 1.0: Outline where the strategy is kept, when it is reviewed and the 'owner'.	

Facility Questions		Response
2.0	Is there evidence that the facility (or at service level) has policies, procedures and/or protocols related to engaging consumers and carers in the governance of the facility?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.1	If yes: Is there evidence that: <ul style="list-style-type: none"> they describe how consumers and/or carers are involved in the governance of the facility? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they describe how consumers and/or carers are involved in the strategic and operational planning of the facility? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they specify how feedback gained from consumers through the facility's consultation strategies are directly linked to the governance of the facility? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they define mechanisms for engaging consumers from diverse backgrounds and relevant minority groups? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they define the audit process to be undertaken to assess against the policies? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the consultation processes or collaborative group/s involved in their development? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date they became effective? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date of the next revision? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the source documents (if applicable) particularly where they are represented as best practice? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
	<ul style="list-style-type: none"> the workforce know the documents exist, can access them and know and use the contents? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.2	If yes to 2.0: Outline details of the documents, where kept, review date/s and the 'owner'.	
3.0	Is there evidence that the facility has a consumer advisory group(s) which reflect the key consumer and community groups within the service population?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.0	Is there evidence that the facility has governance structures/mechanisms that have health consumers and the community actively participating e.g. safety & quality committee, workforce planning committee, clinical governance committee?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.1	If yes: For <u>each</u> governance structure/mechanism with health consumers and the community actively participating: (note: there is room below for 4 structures) (STRUCTURE 1) (IF APPLICABLE) <ul style="list-style-type: none"> outline the type of governance structure/mechanism 	
	<ul style="list-style-type: none"> is there evidence of Terms of Reference? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) of the level of consumer/community engagement (information sharing / consultation / active participation)? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Facility Questions		Response
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) that the governance structure/mechanism engages consumers from diverse backgrounds and relevant minority groups? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) that consumers provide input into strategic and operational planning? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.2	<p>(STRUCTURE 2) (IF APPLICABLE TO DOCUMENT ANOTHER STRUCTURE)</p> <ul style="list-style-type: none"> outline the type of governance structure/mechanism 	
	<ul style="list-style-type: none"> is there evidence of Terms of Reference? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) of the level of consumer/community engagement (information sharing / consultation / active participation)? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) that the governance structure/mechanism engages consumers from diverse backgrounds and relevant minority groups? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) that consumers provide input into strategic and operational planning? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.3	<p>(STRUCTURE 3) (IF APPLICABLE TO DOCUMENT ANOTHER STRUCTURE)</p> <ul style="list-style-type: none"> outline the type of governance structure/mechanism 	
	<ul style="list-style-type: none"> is there evidence of Terms of Reference? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) of the level of consumer/community engagement (information sharing / consultation / active participation)? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) that the governance structure/mechanism engages consumers from diverse backgrounds and relevant minority groups? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> is there evidence (e.g. terms of reference, minutes) that consumers provide input into strategic and operational planning? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Facility Questions		Response
4.4	<p>(STRUCTURE 4) (IF APPLICABLE TO DOCUMENT ANOTHER STRUCTURE)</p> <ul style="list-style-type: none"> outline the type of governance structure/mechanism is there evidence of Terms of Reference? is there evidence (e.g. terms of reference, minutes) of the level of consumer/community engagement (information sharing / consultation / active participation)? is there evidence (e.g. terms of reference, minutes) that the governance structure/mechanism engages consumers from diverse backgrounds and relevant minority groups? is there evidence (e.g. terms of reference, minutes) that consumers provide input into strategic and operational planning? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
5.0	<p>If there is a committee that <u>oversees safety and quality</u>: Is there evidence that:</p> <ul style="list-style-type: none"> the terms of reference include the involvement of consumers and/or carers in decision making about safety and quality? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumers have a role in the process for investigating and analysing complaints and incidents, which is documented? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumer input in the complaints/incidents investigation and analysis process is incorporated into reporting and subsequent quality improvement planning? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumers review the analysis of facility safety and quality performance data? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumers participate in the evaluation of patient feedback data? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>If yes to above: What type of data is evaluated?</p>	<input type="checkbox"/> Complaints & compliments <input type="checkbox"/> Suggestions <input type="checkbox"/> Patient experience survey data <input type="checkbox"/> Other (specify)
	<ul style="list-style-type: none"> consumers participate in discussions about implementation of quality activities based on patient feedback data? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.1	<p>If yes: Provide details in support of any of the above.</p>	
6.0	<p>Is there evidence that the facility (or at service level) has policies, procedures and/or protocols related to involvement of patients, carers and consumers in facility decision making about safety and quality?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Facility Questions		Response
6.1	If yes: Is there evidence that: <ul style="list-style-type: none"> they describe the level of consumer engagement in safety and quality decision making? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they describe the consumers role in the process for investigating and analysing complaints and incidents? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they describe the consumers role in the analysis of facility safety and quality performance data? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they describe the consumers role in the planning and implementation of quality improvement projects? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they describe the consumers role in the evaluation of patient feedback data? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they define the audit process to be undertaken to assess against the policies? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the consultation processes or collaborative group/s involved in their development? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date they became effective? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date of the next revision? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the source documents (if applicable) particularly where they are represented as best practice? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
	<ul style="list-style-type: none"> the workforce know the documents exist, can access them and know and use the contents? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.2	If yes to 6.0: Outline details of the documents, where kept, review date/s and the 'owner'.	
7.0	Is there evidence that the facility (or at service level) has policies, procedures and/or protocols which describe the orientation and ongoing training provided to consumers and/or carers to enable them to fulfill their partnership role?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.1	If yes: Is there evidence that: <ul style="list-style-type: none"> they define the audit process to be undertaken to assess against the policies? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the consultation processes or collaborative group/s involved in their development? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date they became effective? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date of the next revision? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the source documents (if applicable) particularly where they are represented as best practice? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
	<ul style="list-style-type: none"> the workforce know the documents exist, can access them and know and use the contents? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.2	If yes to 7.0: Outline details of the documents, where kept, review date/s and the 'owner'.	

Facility Questions		Response
8.0	Is there evidence that the facility has an information brochure for consumer representatives outlining roles and responsibilities and key policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.0	Is there evidence that the facility has a consumer representative training and orientation program?	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.1	If yes:	
	• is attendance at the training sessions recorded?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• are consumer feedback reports of the sessions evaluated and incorporated into the next revision?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• what percentage of eligible currently active consumer/carer representatives have completed orientation training?	
	• what percentage of the training program is provided via an external training provider(s)?	
9.2	If yes to 9.0: Provide comments on the training sessions and resources that are provided and when.	
10.0	Is there evidence that the facility (or at service level) has policies, procedures and/or protocols which describe how consumers and/or carers are involved in providing feedback on patient information publications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.1	If yes: Is there evidence that:	
	• they specify how consumer feedback about patient information publications is incorporated into the revision of publications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they specify an evaluation schedule for the facility's existing patient information publications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they specify evaluation of externally sourced patient information publications prior to use by the facility?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they define the audit process to be undertaken to assess against the policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they reference the consultation processes or collaborative group/s involved in their development?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they detail the date they became effective?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they detail the date of the next revision?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	• they reference the source documents (if applicable) particularly where they are represented as best practice?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
	• the workforce know the documents exist, can access them and know and use the contents?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10.2	If yes to 10.0: Outline details of the documents, where kept, review date/s and the 'owner'.	

Facility Questions		Response
11.0	Is there evidence that the facility (or at service level) seeks feedback from consumers and/or carers on existing and new patient information publications (for distribution to patients)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.1	If yes: Is there evidence that:	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> the feedback was documented? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> the feedback was incorporated into the revision of the publications? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.2	If yes to 11.0: Provide details of the patient information publications, who developed them, where feedback was documented, where revisions are kept and the 'owner'.	
12.0	Have any new services been designed or existing services redesigned, or are any in the process of design/redesign at the facility (or at service level)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.1	If yes: Is there evidence of:	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consultation strategies and reports that detail active participation and contribution of consumers/carers and the modifications made as a result? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> project plans which include information on how consumers and carers have been involved in the development of the design of redesign projects? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> reports from designers and architects outlining how they have responded to consumer suggestions for improvement? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
	<ul style="list-style-type: none"> records of focus groups, proposals sent to consumer and carers for comment and other activities focusing on eliciting consumer perspectives? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
12.2	If yes: Provide details of the services in support of above.	
13.0	Is there evidence that the facility (or at service level) has policies, procedures and/or protocols related to ongoing training resources for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care?	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.1	If yes: Is there evidence that:	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they specify the types of training and resources to be provided? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they specify the key content areas that the training and resources are to cover? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they specify a training schedule for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they specify how consumers and/or carers are involved in training the clinical workforce? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Facility Questions		Response
	<ul style="list-style-type: none"> they specify how consumers and/or carers are involved in the development of training content and material? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they define the audit process to be undertaken to assess against the policies? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the consultation processes or collaborative group/s involved in their development? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date they became effective? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they detail the date of the next revision? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> they reference the source documents (if applicable) particularly where they are represented as best practice? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
	<ul style="list-style-type: none"> the workforce know the documents exist, can access them and know and use the contents? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.2	If yes 13.0: Outline details of the documents, where kept, review date/s and the 'owner'.	
14.0	Is there evidence that the facility (or at service level) provides ongoing training for clinical leaders, senior managers and the workforce on patient-centred care and the engagement of individuals in their care?	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.1	If yes: Is there evidence that: <ul style="list-style-type: none"> the training curricula, resources or materials include sections on consumer centred care, partnerships and consumer perspectives? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumers and/or carers were involved in the development of training content and material? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumers and/or carers were involved in training the clinical workforce? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> staff participation in the training is recorded? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> staff feedback about the quality of the training/resources is sought? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> the training program/resources are regularly reviewed and improved, incorporating staff feedback? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.2	If yes to 14.0: Outline details of the training courses and other resources provided, review date/s and the 'owner'.	
15.0	Is there evidence that the facility (or at service level) informs the community and consumers about the facility's safety and quality performance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.1	If yes: Is there evidence: <ul style="list-style-type: none"> of the mechanisms by which this is done (e.g. annual report, newsletter, newspaper articles, radio items, website, other local media, community consultation and feedback sessions, etc.)? 	Specify:

Facility Questions		Response
	<ul style="list-style-type: none"> that the facility seeks feedback from the community and consumers about the facility's safety and quality performance? If yes: Specify the mechanisms by which this is done (e.g. surveys, complaints information, feedback box, consumers on committees). 	<input type="checkbox"/> Yes <input type="checkbox"/> No Specify:
	<ul style="list-style-type: none"> that the facility seeks feedback from consumers, carers and community about information presentation and dissemination? If yes: Is the presentation and dissemination of information regularly reviewed and improved, incorporating feedback from consumers, carers and community? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
16.0	Is there evidence that consumers are actively involved in the planning and implementation of quality improvements at the facility level?	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.1	If yes: Is there evidence of: <ul style="list-style-type: none"> project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and/or carer involvement? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> quality improvement plans that have involved the consumer and/or carer? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> agenda items, minutes and other records of meetings that demonstrate involvement of consumers and/or carers in quality improvement activities? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> consumer and/or carer feedback on their involvement in quality improvement activities? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.2	<p>If yes: Provide details of the quality improvement projects that have been implemented and where.</p> <ul style="list-style-type: none"> for any of the quality improvement projects above, were any implemented in response to patient feedback data? If so, provide details. 	

Collation of ward/unit data (This section is only needed to be used if the data was collected at the ward/unit level. Enables whole of facility reporting)		Count of No. of wards who meet criteria	Count of Total No. of wards audited	Calculate the %
	(as per measurement plan)	Numerator (N)	Denominator (D)	(N/D*100)
17.0	What is the number of wards/units that seek feedback from consumers and/or carers on existing and new patient information publications (for distribution to patients)? (CON_Ward_Q1.0)			
17.1	What is the number of wards/units where the feedback was documented? (CON_Ward_Q1.1)			
17.2	What is the number of wards/units where the feedback was incorporated into the revision of the publications? (CON_Ward_Q1.1)			
17.3	Collate information on the details of the patient information publications, who developed them, where feedback was documented, where revisions are kept and the 'owners'. (CON_Ward_Q1.2)			
18.0	What is the number of wards/units that have new services designed or existing services redesigned, or are in the process of design/redesign at the ward/unit level? (CON_Ward_Q2.0)			
18.1	What is the number of wards/units that have consultation strategies and reports that detail active participation and contribution of consumers/carers and the modifications made as a result?(CON_Ward_Q2.1)			
18.2	What is the number of wards/units that have project plans which include information on how consumers and carers have been involved in the development of the design of redesign projects? (CON_Ward_Q2.1)			
18.3	What is the number of wards/units that have reports from designers and architects outlining how they have responded to consumer suggestions for improvement? (if applicable) (CON_Ward_Q2.1)			
18.4	What is the number of wards/units that have records of focus groups, proposals sent to consumer and carers for comment and other activities focusing on eliciting consumer perspectives? (CON_Ward_Q2.1)			
18.5	Collate information on the details of the services in support of above.(CON_Ward_Q2.2)			

Collation of ward/unit data (This section is only needed to be used if the data was collected at the ward/unit level. Enables whole of facility reporting)		Count of No. of wards who meet criteria	Count of Total No. of wards audited	Calculate the %
	(as per measurement plan)	Numerator (N)	Denominator (D)	(N/D*100)
19.0	What is the number of wards/units where consumers are actively involved in the planning and implementation of quality improvements at the ward/unit level? (CON_Ward_Q3.0)			
19.1	What is the number of wards/units that have project plans, consultation plans, communication plans or reports on quality improvement activities which detail consumer and/or carer involvement?(CON_Ward_Q3.1)			
19.2	What is the number of wards/units that have quality improvement plans that have involved the consumer and/or carer? (CON_Ward_Q3.1)			
19.3	What is the number of wards/units that have agenda items, minutes and other records of meetings that demonstrate involvement of consumers and/or carers in quality improvement activities? (CON_Ward_Q3.1)			
19.4	What is the number of wards/units that have consumer and/or carer feedback on their involvement in quality improvement activities? (CON_Ward_Q3.1)			
19.5	Collate information on the details of the quality improvement projects that have been implemented and where. In addition state whether any were implemented in response to patient feedback data? (CON_Ward_Q3.2)			

We recognise and appreciate that there may be gaps in the scope and questions included in these tools, however, as this is a **'Work in Progress'**, future versions will build upon the existing scope and questions, and incorporate staff feedback and suggestions for improvement.

The Patient Safety and Quality Improvement Service, Clinical Excellence Division, welcomes feedback on the audit tools and the measurement plans, to ensure the tools meet the needs of Hospital and Health Services. We appreciate any feedback you can provide for the next version.

Please email Patient Safety and Quality Improvement Service on PSQIS_Comms@health.qld.gov.au for feedback or comments.

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