EQuIP5 Standards and Criteria

1. CLINICAL	2. SUPPORT	3. CORPORATE
1.1 Consumers / patients are provided with high quality care throughout the care delivery process.	**2.1 The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks.**	**3.1 The governing body leads the organisation's strategic direction to ensure the provision of quality, safe services.**
1.1.1 Assessment ensures current and ongoing needs of the consumer / patient are identified.	*2.1.1 The organisation's continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery.*	3.1.1 The organisation provides quality, safe health care and services through strategic and operational planning and development.
1.1.2 Care is planned and delivered in collaboration with the consumer / patient and when relevant, the carer, to achieve the best possible outcomes.	*2.1.2 The integrated organisation-wide risk management framework ensures that corporate and clinical risks are identified, minimised and managed.*	3.1.2 Governance is assisted by formal structures and delegation practices within the organisation.
1.1.3 Consumers / patients are informed of the consent process, and they understand and provide consent for their health care.	*2.1.3 Healthcare incidents are managed to ensure improvements to the systems of care.*	*3.1.3 Processes for credentialling and defining the scope of clinical practice support safe, quality health care.*
1.1.4 Outcomes of clinical care are evaluated by healthcare providers and where appropriate are communicated to the consumer / patient and carer.	2.1.4 Healthcare complaints and feedback are managed to ensure improvements to the systems of care.	3.1.4 External service providers are managed to maximise quality, safe health care and service delivery.
1.1.5 Processes for clinical handover, transfer of care and discharge address the needs of the consumer / patient for ongoing care.	**2.2 Human resources management supports quality health care, a competent workforce and a satisfying working environment for staff.**	*3.1.5 Documented corporate and clinical policies and procedures assist the organisation to provide quality, safe health care.*
1.1.6 Systems for ongoing care of the consumer / patient are coordinated and effective.	2.2.1 Workforce planning supports the organisation's current and future ability to address needs.	**3.2 The organisation maintains a safe environment for employees, consumers / patients and visitors.**
1.1.7 The care of dying and deceased consumers / patients is managed with dignity and comfort and family and carers are supported.	2.2.2 The recruitment, selection and appointment system ensures that the skill mix and competence of staff, and mix of volunteers, meets the needs of the organisation.	*3.2.1 Safety management systems ensure safety and wellbeing of consumers / patients, staff, visitors and contractors.*
1.1.8 The health record ensures comprehensive and accurate information is collaboratively gathered, recorded and used in care delivery.	2.2.3 The continuing employment and performance development system ensures the competence of staff and volunteers.	3.2.2 Buildings, signage, plant, medical devices, equipment, supplies, utilities and consumables are managed safely and used efficiently and effectively.
1.2 Consumers / patients / communities have access to health services and care appropriate to their needs.	2.2.4 The learning and development system ensures the skill and competence of staff and volunteers.	3.2.3 Waste and environmental management supports safe practice and a safe and sustainable environment.
1.2.1 The community has information on health services appropriate to its needs.	2.2.5 Employee support systems and workplace relations assist the organisation to achieve its goals.	*3.2.4 Emergency and disaster management supports safe practice and a safe environment.*
1.2.2 Access and admission / entry to the system of care is prioritised according to healthcare needs.	**2.3 Information management systems enable the organisation's goals to be met.**	3.2.5 Security management supports safe practice and a safe environment.
1.3 Appropriate care and services are provided to consumers / patients.	2.3.1 Health records management systems support the collection of information and meet the consumer / patient and organisation's needs.	
1.3.1 Health care and services are appropriate and delivered in the most appropriate setting.	2.3.2 Corporate records management systems support the collection of information and meet the organisation's needs.	
1.4 The organisation provides care and services that achieve effective outcomes.	2.3.3 Data and information are collected, stored and used for strategic, operational and service improvement purposes.	
1.4.1 Care and services are planned, developed and delivered based on the best available evidence and in the most effective way.	2.3.4 The organisation has an integrated approach to the planning, use and management of information and communication technology (I&CT).	
1.5 The organisation provides safe care and services.	**2.4 The organisation promotes the health of the population.**	
1.5.1 Medications are managed to ensure safe and effective consumer / patient outcomes.	2.4.1 Better health and wellbeing is promoted by the organisation for consumers / patients, staff, carers and the wider community.	
1.5.2 The infection control system supports safe practice and ensures a safe environment for consumers / patients and healthcare workers.	**2.5 The organisation encourages and adequately governs the conduct of health and medical research to improve the safety and quality of health care.**	
1.5.3 The incidence and impact of breaks in skin integrity, pressure ulcers and other non-surgical wounds are minimised through wound prevention and management programs.	2.5.1 The organisation's research program develops the body of knowledge, protects staff and consumers / patients and has processes to appropriately manage the organisational risk associated with research.	
1.5.4 The incidence of falls and fall injuries is minimised through a falls management program.		
1.5.5 The system to manage sample collection, blood, blood components / blood products and patient blood management ensures safe and appropriate practice.		
1.5.6 The organisation ensures that the correct consumer / patient receives the correct procedure on the correct site.		
1.5.7 The organisation ensures that the nutritional needs of consumers / patients are met.		
1.6 The governing body is committed to consumer participation.		
1.6.1 Consumers / patients, carers and the community participate in the planning, delivery and evaluation of the health service.		
1.6.2 Consumers / patients are informed of their rights and responsibilities.		
1.6.3 The organisation meets the needs of consumers / patients and carers with diverse needs and from diverse backgrounds.		

Key: EQuIP5 Mandatory Criteria