

## Policy Mapping – EQUIP 4 & 5

(Provided by the Australian Council on Healthcare Standards)

1. CLINICAL – EQUIP 4	1. CLINICAL – EQUIP 5	
<b>1.1. Consumers / patients are provided with high quality care throughout the care delivery process.</b>	<b>1.1. Consumers / patients are provided with high quality care throughout the care delivery process.</b>	
<i>1.1.1 The assessment system ensures current and ongoing needs of the consumer / patient are identified.</i>	<i>1.1.1 Assessment ensures current and ongoing needs of the consumer / patient are identified.</i>	<ul style="list-style-type: none"> <li>• Service Entry</li> <li>• Dignity of Risk</li> </ul>
<i>1.1.2 Care is planned and delivered in partnership with the consumer / patient and when relevant, the carer, to achieve the best possible outcomes.</i>	<i>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.</i>	<ul style="list-style-type: none"> <li>• Participation</li> <li>• Family &amp; Carers</li> <li>• Individual Supports</li> </ul>
<i>1.1.3 Consumers / patients are informed of the consent process, understand and provide consent for their health care.</i>	<i>1.1.3 Consumers / patients are informed of the consent process, and they understand and provide consent for their health care.</i>	<ul style="list-style-type: none"> <li>• Informed Decision Making</li> <li>• Personal Records</li> <li>• Privacy &amp; Confidentiality</li> </ul>
<i>1.1.4 Care is evaluated by health care providers and when appropriate with the consumer / patient and carer.</i>	<i>1.1.4 Outcomes of clinical care are evaluated by healthcare providers and where appropriate are communicated to the consumer / patient and carer.</i>	<ul style="list-style-type: none"> <li>• Participation</li> <li>• Family &amp; Carers</li> <li>• Program Evaluation</li> <li>• Supervision Practice</li> </ul>
<i>1.1.5 Processes for discharge / transfer address the needs of the consumer / patient for ongoing care.</i>	<i>1.1.5 Processes for clinical handover, transfer of care and discharge address the needs of the consumer / patient for ongoing care.</i>	<ul style="list-style-type: none"> <li>• Service Exit &amp; Re-Entry</li> </ul>
<i>1.1.6 Systems for ongoing care of the consumer / patient are coordinated and effective.</i>	<i>1.1.6 Systems for ongoing care of the consumer / patient are coordinated and effective.</i>	<ul style="list-style-type: none"> <li>• Individual Supports</li> <li>• Service Exit &amp; Re-Entry</li> <li>• Integration</li> <li>• Service Coordination</li> </ul>
<i>1.1.7 Systems exist to ensure that the care of dying and deceased consumers / patients is managed with dignity and comfort.</i>	<i>1.1.7 Systems exist to ensure that the care of dying and deceased consumers / patients is managed with dignity and comfort and family and carers are supported.</i>	<ul style="list-style-type: none"> <li>• Notification of Death</li> <li>• Palliative Care Policy</li> </ul>
<i>1.1.8 The health record ensures comprehensive and accurate information is recorded and used in care delivery.</i>	<i>1.1.8 The health record ensures comprehensive and accurate information is collaboratively gathered, recorded and used in care delivery.</i>	<ul style="list-style-type: none"> <li>• Personal Records</li> </ul>
<b>1.2 Consumers / patients / communities have access to health services and care appropriate to their needs.</b>	<b>1.2 Consumers / patients / communities have access to health services and care appropriate to their needs.</b>	
<i>1.2.1 The community has information on, and access to, health services and care appropriate to its needs.</i>	<i>1.2.1 The community has information on health services and care appropriate to its needs.</i>	<ul style="list-style-type: none"> <li>• Service Entry</li> <li>• Diversity</li> </ul>

1.2.2 <i>Access and admission to the system of care is prioritised according to clinical need.</i>	1.2.2 <i>Access and admission/entry to the system of care is prioritised according to healthcare need.</i>	<ul style="list-style-type: none"> <li>• Service Entry</li> </ul>
<b>1.3 Appropriate care and services are provided to consumers / patients.</b>	<b>1.3 Appropriate care and services are provided to consumers / patients.</b>	
1.3.1 <i>Health care and services are appropriate and delivered in the most appropriate setting.</i>	1.3.1 <i>Health care and services are appropriate and delivered in the most appropriate setting.</i>	<ul style="list-style-type: none"> <li>• Individual Supports</li> <li>• Dignity of Risk</li> </ul>
<b>1.4 The organisation provides care and services that achieve expected outcomes.</b>	<b>1.4 The organisation provides care and services that achieve effective outcomes.</b>	
1.4.1 <i>Care and services are planned, developed and delivered based on the best available evidence and in the most effective way.</i>	1.4.1 <i>Care and services are planned, developed and delivered based on the best available evidence and in the most effective way.</i>	<ul style="list-style-type: none"> <li>• Project Planning</li> <li>• Program Evaluation</li> </ul>
<b>1.5 The organisation provides safe care and services.</b>	<b>1.5 The organisation provides safe care and services.</b>	
1.5.1 <i>Medications are managed to ensure safe and effective practice.</i>	1.5.1 <i>Medications are managed to ensure safe and effective consumer / patient outcomes.</i>	<ul style="list-style-type: none"> <li>• Medication</li> </ul>
1.5.2 <i>The infection control system supports safe practice and ensures a safe environment for consumers / patients and health care workers.</i>	1.5.2 <i>The infection control system supports safe practice and ensures a safe environment for consumers / patients and health care workers.</i>	<ul style="list-style-type: none"> <li>• Infection Control</li> </ul>
1.5.3 <i>The incidence and impact of pressure ulcers are minimised through a pressure ulcer prevention and management strategy.</i>	1.5.3 <i>The incidence and impact of breaks in skin integrity, pressure ulcers and other non-surgical wounds are minimised through wound prevention and management programs.</i>	
1.5.4 <i>The incidence of falls and fall injuries is minimised through a falls management program.</i>	1.5.4 <i>The incidence of falls and fall injuries is minimised through a falls management program.</i>	
1.5.5 <i>The system for prescription, sample collection, storage and transportation and administration of blood and blood components ensures safe and appropriate practice.</i>	1.5.5 <i>The system to manage sample collection, blood, blood components / blood products and patient blood management ensures safe and appropriate practice.</i>	
1.5.6 <i>The organisation ensures that the correct patient receives the correct procedure on the correct site.</i>	1.5.6 <i>The organisation ensures that the correct consumer / patient receives the correct procedure on the correct site.</i>	<ul style="list-style-type: none"> <li>• Medication Policy</li> </ul>
	1.5.7 <i>The organisation ensures that the nutritional needs of consumers / patients are met.</i>	<ul style="list-style-type: none"> <li>• Health and Medical Policy</li> </ul>
<b>1.6 The governing body is committed to consumer participation.</b>	<b>1.6 The governing body is committed to consumer participation.</b>	
1.6.1 <i>Input is sought from consumers, carers and the community in planning, delivery and evaluation of the health service.</i>	1.6.1 <i>Consumers / patients, carers and the community participate in the planning, delivery and evaluation of the health service.</i>	<ul style="list-style-type: none"> <li>• Advocacy</li> <li>• Participation</li> <li>• Feedback &amp; Complaints</li> </ul>

		<ul style="list-style-type: none"> <li>• Family &amp; Carers</li> </ul>
1.6.2 Consumers / patients are informed of their rights and responsibilities.	1.6.2 Consumers / patients are informed of their rights and responsibilities.	<ul style="list-style-type: none"> <li>• Advocacy</li> <li>• Informed Decision Making</li> <li>• Feedback &amp; Complaints</li> </ul>
1.6.3 The organisation makes provision for consumers / patients from culturally and linguistically diverse backgrounds and consumers / patients with special needs	1.6.3 The organisation meets the needs of consumers / patients and carers with diverse needs and from diverse backgrounds.	<ul style="list-style-type: none"> <li>• Diversity</li> <li>• Advocacy</li> <li>• Participation</li> </ul>
<b>2. SUPPORT– EQUIP 4</b>	<b>2. SUPPORT– EQUIP 5</b>	
<b>2.1 The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks.</b>	<b>2.1 The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks.</b>	
2.1.1 The organisation's continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery.	2.1.1 The organisation's continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery.	<ul style="list-style-type: none"> <li>• Quality Improvement</li> </ul>
2.1.2 The integrated organisation-wide risk management policy and system ensure that clinical and corporate risks are identified, minimised and managed.	2.1.2 The integrated organisation-wide risk management framework ensures that clinical and corporate risks are identified, minimised and managed.	<ul style="list-style-type: none"> <li>• Risk Management</li> </ul>
2.1.3 Health care incidents, complaints and feedback are managed to ensure improvements to the systems of care.	2.1.3 Health care incidents are managed to ensure improvements to the systems of care.	<ul style="list-style-type: none"> <li>• WHS</li> </ul>
	2.1.4 Health care complaints and feedback are managed to ensure improvements to the systems of care.	<ul style="list-style-type: none"> <li>• Feedback &amp; Complaints</li> </ul>
<b>2.2 Human resources management supports quality health care, a competent workforce and a satisfying working environment for staff.</b>	<b>2.2 Human resources management supports quality health care, a competent workforce and a satisfying working environment for staff.</b>	
2.2.1 Human resources planning supports the organisation's current and future ability to address needs.	2.2.1 Workforce planning supports the organisation's current and future ability to address needs.	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>
2.2.2 The recruitment, selection and appointment system ensures that the skill mix and competence of staff, and mix of volunteers, meet the needs of the organisation.	2.2.2 The recruitment, selection and appointment system ensures that the skill mix and competence of staff, and mix of volunteers, meet the needs of the organisation.	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Personal and Professional Development Policy</li> <li>• Volunteer Policy</li> </ul>
2.2.3 The continuing employment and performance development system ensures the competence of staff and volunteers.	2.2.3 The continuing employment and performance development system ensures the competence of staff and volunteers.	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Volunteer Policy</li> </ul>
2.2.4 The learning and development	2.2.4 The learning and development system	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Personal and</li> </ul>

<i>system ensures the skill and competence of staff and volunteers.</i>	<i>ensures the skill and competence of staff and volunteers.</i>	Professional Development Policy • Supervision Practice
<i>2.2.5 Employee support systems and workplace relations assist the organisation to achieve its goals.</i>	<i>2.2.5 Employee support systems and workplace relations assist the organisation to achieve its goals.</i>	• Human Resources • Feedback & Complaints • Supervision Practice
<b>2.3 Information management systems enable the organisation's goals to be met.</b>	<b>2.3 Information management systems enable the organisation's goals to be met.</b>	
<i>2.3.1 Records management systems support the collection of information and meet the organisation's needs.</i>	<i>2.3.1 Health records management systems support the collection of information and meet the consumer / patient and organisation's needs.</i>	• Information management • Personal Records
<i>2.3.2 Information and data management and collection systems are used to assist in meeting the strategic and operational needs of the organisation.</i>	<i>2.3.2 Corporate records management systems support the collection of information and meet the organisation's needs.</i>	• Information management • Communications
<i>2.3.3 Data and information are used effectively to support and improve care and services.</i>	<i>2.3.3 Data and information are collected, stored and used for strategic, operational and service improvement purposes.</i>	• Information management • Communications • Privacy & Confidentiality • Personal Records
<i>2.3.4 The organisation has an integrated approach to the planning, use and management of information and communication technology (I&amp;CT).</i>	<i>2.3.4 The organisation has an integrated approach to the planning, use and management of information and communication technology (I&amp;CT).</i>	• Information management • Communications
<b>2.4 The organisation promotes the health of the population.</b>	<b>2.4 The organisation promotes the health of the population.</b>	
<i>2.4.1 Better health and wellbeing for consumers / patients, staff and the broader community are promoted by the organisation.</i>	<i>2.4.1 Better health and wellbeing is promoted by the organisation for consumers / patients, staff, carers and the wider community.</i>	• Health & Medical • Promotion & Prevention
<b>2.5 The organisation encourages and adequately governs the conduct of health and medical research to improve the safety and quality of health care.</b>	<b>2.5 The organisation encourages and adequately governs the conduct of health and medical research to improve the safety and quality of health care.</b>	
<i>2.5.1 The organisation's research program promotes the development of knowledge and its application in the health care setting, protects consumers / patients and manages organisational risks associated with research.</i>	<i>2.5.1 The organisation's research program develops the body of knowledge, protects staff and consumers / patients and has processes to appropriately manage organisational risk associated with research.</i>	• Research and Development
<b>3. CORPORATE – EQUIP 4</b>	<b>3. CORPORATE – EQUIP 5</b>	
<b>3.1 The governing body leads the organisation's strategic direction to ensure the provision of quality, safe services.</b>	<b>3.1 The governing body leads the organisation's strategic direction to ensure the provision of quality, safe services.</b>	

3.1.1 <i>The organisation provides quality, safe care through strategic and operational planning and development.</i>	3.1.1 <i>The organisation provides quality, safe health care and services through strategic and operational planning and development.</i>	<ul style="list-style-type: none"> <li>• Governance and Management</li> <li>• Strategic &amp; Operational planning</li> </ul>
3.1.2 <i>Governance is assisted by formal structures and delegation practices within the organisation.</i>	3.1.2 <i>Governance is assisted by formal structures and delegation practices within the organisation.</i>	<ul style="list-style-type: none"> <li>• Governance and Management</li> <li>• Financial Management</li> </ul>
3.1.3 <i>Processes for credentialling and defining the scope of clinical practice support safe, quality health care.</i>	3.1.3 <i>Processes for credentialling and defining the scope of clinical practice support safe, quality health care.</i>	<ul style="list-style-type: none"> <li>• Health and Medical Policy</li> <li>• Palliative Care Policy</li> </ul>
3.1.4 <i>External service providers are managed to maximise quality care and service delivery.</i>	3.1.4 <i>External service providers are managed to maximise quality, safe health care and service delivery.</i>	<ul style="list-style-type: none"> <li>• Integration</li> </ul>
3.1.5 <i>Documented clinical and corporate policies assist the organisation to provide quality care.</i>	3.1.5 <i>Documented corporate and clinical policies and procedures assist the organisation to provide quality, safe health care.</i>	<ul style="list-style-type: none"> <li>• Policy Development &amp; Review</li> </ul>
<b>3.2 The organisation maintains a safe environment for employees, consumers / patients and visitors.</b>	<b>3.2 The organisation maintains a safe environment for employees, consumers / patients and visitors.</b>	
3.2.1 <i>Safety management systems ensure safety and wellbeing for consumers / patients, staff, visitors and contractors.</i>	3.2.1 <i>Safety management systems ensure safety and wellbeing for consumers / patients, staff, visitors and contractors.</i>	<ul style="list-style-type: none"> <li>• WHS</li> </ul>
3.2.2 <i>Buildings, signage, plant, equipment, supplies, utilities and consumables are managed safely and used efficiently and effectively.</i>	3.2.2 <i>Buildings, signage, plant, medical devices, equipment, supplies, utilities and consumables are managed safely and used efficiently and effectively.</i>	<ul style="list-style-type: none"> <li>• Facilities and Equipment</li> </ul>
3.2.3 <i>Waste and environmental management supports safe practice and a safe environment.</i>	3.2.3 <i>Waste and environmental management supports safe practice and a safe and sustainable environment.</i>	<ul style="list-style-type: none"> <li>• Environmental Sustainability</li> </ul>
3.2.4 <i>Emergency and disaster management supports safe practice and a safe environment.</i>	3.2.4 <i>Emergency and disaster management supports safe practice and a safe environment.</i>	<ul style="list-style-type: none"> <li>• Emergency &amp; Critical Incident</li> </ul>
3.2.5 <i>Security management supports safe practice and a safe environment.</i>	3.2.5 <i>Security management supports safe practice and a safe environment.</i>	<ul style="list-style-type: none"> <li>• WHS</li> </ul>