

My Patient Safety and Quality Care Checklist

This Checklist is designed for clinical staff to prompt you about your patient safety and quality care responsibilities, so that if assessors from the Australian Council on Health Service Standards (ACHS) ask you questions during survey week, you will be able to speak confidently about your patient safety and quality care responsibilities. Please note this checklist is a guide only and assessors may ask you other questions.

	Always	N/A	Never
Patient care			
• I always smile and introduce myself when I first talk to my patients, and explain who they should talk to if they have any concerns about their care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• When I admit patients, I explain their rights and responsibilities and give relevant patient information to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I complete patient assessment forms with all relevant information, so there are no incomplete sections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I always engage patients and their family members / carers in discussion about their care and discharge plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I can explain what “patient-centred” care means to anyone who asks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I understand the procedure for closely observing deteriorating patients and know who to contact to review the patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I know the parameters for calling a MET team and a Code Blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• For clinical handover, I use the ISBAR tool, and if not, I can explain that Alfred Health is implementing this tool to ensure structured and effective communication with other health professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I know how to access the policy system and read all relevant policies and guidelines when they are released	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• All my clinical notes in the medical record are legible, with printed name, signature, contact number, dated and they can be understood by other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I am familiar with the 10 national safety and quality standards that is the accreditation framework for Alfred Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluation and Improvement			
• I can explain why it is important to review and audit our clinical processes, documentation, incidents and complaints in order to learn and improve	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I actively participate in quality improvement activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and the environment			
• I always wear my ID badge when on duty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I did my fire and emergency training and participated in an evacuation drill within the last 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I know who my fire warden is and the location of our fire extinguishers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Know the emergency codes what immediate action to take for all codes called	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I keep my work area clean, hygienic and tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• When I notice hazards or unsafe practices, I report them immediately to my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing Risks			
• My registration and any other credentials are current	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I have attended all my mandatory training in the past 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I have a log on account and know how to report an incident on the RiskMan system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• When patients have a concern or complaint, or when they want to suggest how their hospital experience could be improved, I know what to tell them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>