

# Table of EQulP 4 Functions, Standards and Criteria



## Mandatory criteria

1. CLINICAL	2. SUPPORT	3. CORPORATE
<b>1.1 Consumers / patients are provided with high quality care throughout the care delivery process.</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>3.1 The governing body leads the organisation's strategic direction to ensure the provision of quality, safe services.</b>
1.1.1 <i>The assessment system ensures current and ongoing needs of the consumer / patient are identified.</i>	2.1.1 <i>The organisation's continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery.</i>	3.1.1 The organisation provides quality, safe care through strategic and operational planning and development.
1.1.2 <i>Care is planned and delivered in partnership with the consumer / patient and when relevant, the carer, to achieve the best possible outcomes.</i>	2.1.2 <i>The integrated organisation-wide risk management policy and system ensure that clinical and corporate risks are identified, minimised and managed.</i>	3.1.2 Governance is assisted by formal structures and delegation practices within the organisation.
1.1.3 <i>Consumers / patients are informed of the consent process, understand and provide consent for their health care.</i>	2.1.3 <i>Health care incidents, complaints and feedback are managed to ensure improvements to the systems of care.</i>	3.1.3 <i>Processes for credentialing and defining the scope of clinical practice support safe, quality health care.</i>
1.1.4 <i>Care is evaluated by health care providers and when appropriate with the consumer / patient and carer.</i>	<b>2.2 Human resources management supports quality health care, a competent workforce and a satisfying working environment for staff.</b>	3.1.4 External service providers are managed to maximise quality care and service delivery.
1.1.5 <i>Processes for discharge / transfer address the needs of the consumer / patient for ongoing care.</i>	2.2.1 Human resources planning supports the organisation's current and future ability to address needs.	3.1.5 <i>Documented clinical and corporate policies assist the organisation to provide quality care.</i>
1.1.6 Systems for ongoing care of the consumer / patient are coordinated and effective.	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.	<b>3.2 The organisation maintains a safe environment for employees, consumers / patients and visitors.</b>
1.1.7 Systems exist to ensure that the care of dying and deceased consumers / patients is managed with dignity and comfort.	2.2.3 The continuing employment and performance development system ensures the competence of staff and volunteers.	3.2.1 <i>Safety management systems ensure safety and wellbeing for consumers / patients, staff, visitors and contractors.</i>
1.1.8 <i>The health record ensures comprehensive and accurate information is recorded and used in care delivery.</i>	2.2.4 The learning and development system ensures the skill and competence of staff and volunteers.	3.2.2 Buildings, signage, plant, equipment, supplies, utilities and consumables are managed safely and used efficiently and effectively.
<b>1.2 Consumers / patients / communities have access to health services and care appropriate to their needs.</b>	2.2.5 Employee support systems and workplace relations assist the organisation to achieve its goals.	3.2.3 Waste and environmental management supports safe practice and a safe environment.
1.2.1 The community has information on, and access to, health services and care appropriate to its needs.	<b>2.3 Information management systems enable the organisation's goals to be met.</b>	3.2.4 <i>Emergency and disaster management supports safe practice and a safe environment.</i>
1.2.2 Access and admission to the system of care is prioritised according to clinical need.	2.3.1 Records management systems support the collection of information and meet the organisation's needs.	3.2.5 Security management supports safe practice and a safe environment.
<b>1.3 Appropriate care and services are provided to consumers / patients.</b>	2.3.2 Information and data management and collection systems are used to assist in meeting the strategic and operational needs of the organisation.	
1.3.1 Health care and services are appropriate and delivered in the most appropriate setting.	2.3.3 Data and information are used effectively to support and improve care and services.	
<b>1.4 The organisation provides care and services that achieve expected outcomes.</b>	2.3.4 The organisation has an integrated approach to the planning, use and management of information and communication technology (I&CT).	
1.4.1 Care and services are planned, developed and delivered based on the best available evidence and in the most effective way.	<b>2.4 The organisation promotes the health of the population.</b>	
<b>1.5 The organisation provides safe care and services.</b>	2.4.1 Better health and wellbeing for consumers / patients, staff and the broader community are promoted by the organisation.	
1.5.1 Medications are managed to ensure safe and effective practice.	<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>	
1.5.2 <i>The infection control system supports safe practice and ensures a safe environment for consumers / patients and health care workers.</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.	
1.5.3 The incidence and impact of pressure ulcers are minimised through a pressure ulcer prevention and management strategy.		
1.5.4 The incidence of falls and fall injuries is minimised through a falls management program.		
1.5.5 The system for prescription, sample collection, storage and transportation and administration of blood and blood components ensures safe and appropriate practice.		
1.5.6 The organisation ensures that the correct patient receives the correct procedure on the correct site.		
<b>1.6 The governing body is committed to consumer participation.</b>		
1.6.1 Input is sought from consumers, carers and the community in 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 makes provision for consumers / patients from culturally and linguistically diverse backgrounds and consumers / patients with special needs.		

Key:

	Mandatory criteria
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