FIGURE 2: Operation Model of Regulatory Response: Not met core actions and Significant Patient Risk

Pre Survey Liaison with Health Services

Health Service Accreditation Survey

Survey Outcome

Accreditation Awarded

Not met core actions, commencement of 90 day rectification period

Accreditation awarded

Re Survey within 90 day rectification period

Accreditation not awarded

ACTION: Escalate to Minister, Secretary and Deputy Secretary HSPP by CPQS, PG and rural regional office

The Minister or Secretary will meet with the health service’s Chief Executive Officer and Board Chair within 10 days.

The regulatory response may include direct intervention by the Department. Use Accreditation Risk Matrix to assist in the determination of the level of intervention. Consider:

- a response proportionate to the risk
- the number, spread and character of core actions remaining ‘not met’
- the level of risk to patients and potential for harm
- identified issues, for example: governance, management or service gaps
- health service’s rectification and resource plan detailing strategies to address the identified quality and safety risks.

The regulatory response may also include possible action under the Victorian Health Services Act 1988 if appropriate:

The health service will remain on intensive monitoring until accreditation is achieved.

ACTION by SPQRH or region: Increase performance monitoring activities on receipt of this notification. Note if dental related ‘not met’ SPQRH or region must contact with DHSV.

Meet with the health service to identify the:

- number, spread and character of the core actions ‘not met’
- level of risk to patients and potential for harm
- health service rectification and resource plan
- potential risk of accreditation not being awarded after the 90 day period.

Performance monitoring activities escalate based on the identified risk and include options such as:

- standard monitoring (low risk) requiring a rectification and resource plan from the health service’s Board Chair and a progress update report half way through the 90 day period
- performance watch (medium risk) requiring a rectification and resource plan from the health service’s Board Chair and monthly progress reviews
- intensive monitoring (high risk) requiring a rectification and resource plan from the health service’s Board Chair, options of peer or external support and monthly progress reviews including board representation.

The departmental response may also include:

- provision of access to a panel of health service experts in the field for advice
- provision of advice, information on options or strategies that could be used by the health service to address the concern
- facilitation of access to designated lead service(s) for peer support and advice
- support for access to specialist consultancy.

ACTION: Escalate to Minister, Secretary and Deputy Secretary HSPP by CPQS immediately of a ‘significant risk of patient harm’

The accrediting agency negotiates with the health service a plan of action and timeframe to remedy the issues.

The accrediting agency notifies CPQS of the plan to remedy the issue as soon as practical, usually within one working day.

The role of the Department as regulator is to verify the scope, scale and implications of the reported non-compliance and take further action (including action under the Health Services Act 1988) if the health service does not rectify the patient safety risk.

CPQS to collate feedback and report on outcomes. Report to be circulated to Minister, Secretary, Deputy Secretary HSPP, Director SPQRH, MHWA, Rural Regional Directors, Rural regional quality contacts.