** This standard aligns with the governance of Best Care and aims to ensure that there are systems in place within Western Health to maintain and improve the reliability, safety and quality of health care.**

Questions and Tasks - please circle response Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Question and Tasks** | **Staff 1 Answer** | **Staff 2 Answer** | **Staff 3 Answer**  |
| --- | --- | --- | --- |
| **Tell me how you provide best care?**Answer: * I demonstrate person-centred care by communicating with patients and their families an am sensitive to their needs and preferences
* I demonstrate coordinated care by being an active team player and look for ways to do things better
* I demonstrate right care by being competent in what I do and committed to doing my best
* I demonstrate safe care by keeping patients from harm
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **Show me how you access a policy or guideline at Western Health.**Answer: PROMPT policy & procedure system. This can be accessed from the home page of the Live Best Care site or the intranet.  | Able to Locate/Unable to Locate | Able to Locate/Unable to Locate | Able to Locate/Unable to Locate |
| **Can you tell me how you use the quality and safety systems in Western Health?** Answer:* Maintain competence and working within my scope of practice
* Refer to Policies & Procedures on PROMPT
* Escalate issue and concerns to my manager
* Complete incidents report in RiskMan
* Participate in Quality Improvement Projects/Activities
* Complete Audits
* Review KHWD boards
* Participate in Committee and ward Working Parties
* Engage in education and learning opportunities
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **When was your last performance review?**Answer: Within the last 12 months. | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **Do you know what mandatory training are you required to complete and are you up to date?**Answer:* Fire and Emergency Procedures
* Hand Hygiene
* General Manual Handling
* Occupational Violence and Aggression
* Aseptic Technique (clinical)
* Basic Life Support (clinical)
* Blood Transfusion Practice (clinical)
* EMR (Electronic Medical Record) – (clinical)
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **Tell me how you document your patient risks?**Answer:* Comprehensive Care Risk Assessments
* Action care sets as appropriate
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **What are the key clinical/non clinical risks in your area?**Answer:* Falls
* Pressure Injuries
* Medication Errors
* Department/Area specific
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **How do you activate and respond to an Emergency:**Answer:Dial 2222 or your approved local area number in case of emergency and describe what action should be taken* Red – Fire/smoke
* Orange – Evacuation
* Blue – Medical Emergency
* Purple – Bomb threat
* Yellow – Internal Emergency
* Black – Armed Threat
* Grey – Unarmed threat
* Brown – External Emergency
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **How do you report and follow–up an incident?**Answer: * Report NUM/NIC of any incidents
* Log all incidents or near misses on Riskman
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **How do you report a hazard you have identified, such as a spill on the floor, which may cause someone to fall?** Answer:* Notify NUM/NIC of any hazard or risk
* Report to appropriate department if needed
* Log all hazards or potential risks on Riskman
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **Where can you find information about monthly incidents which occurred in your area?**Answer: * KHWD Board
* Unit and Quality & Performance Meetings
* RiskMan (manager level)
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |
| **What quality improvement projects have you undertaken in your area in the past 12 months?**Answer:* Describe ward quality improvement projects
 | Correct Response/Incorrect Response | Correct Response/Incorrect Response | Correct Response/Incorrect Response |

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| --- | --- |
| **WHAT CAN YOU SEE?** |  |
| * Knowing How We Are Doing boards are up to date
 |  Yes/No |
| * Resuscitation trolley, emergency equipment is checked according to schedule and checklist
 | Yes/No |
| * 2222 stickers on all phones (Bacchus Marsh and Melton from July 1st)
 | Yes/No |
| * All biomed equipment AND any Body protection area has an **in date** biomedical sticker
 |  Yes/No |
| * Notice boards – notices are current and not more than 6 months old
 | Yes/No |
| * Fire Evacuation Plan is in date
 | Yes/No |
| * Emergency exits and fire equipment are free from clutter
 | Yes/No |

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| **COMMENTS:** |