



Your trusted quality improvement partner

The Future of Safety & Quality Assessment

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Declaration



Dr Karen Luxford

- ***Board Director, BHI***
- ***Board Director, ISQua***
- ***President, ASQua***

Learning objectives



- From Quality to Value Based Care outcomes
- Performance Data Analytics & AI
- Advancing Quality Analytic Tools
- The future of accreditation assessment





Inspiring Excellence in Healthcare

The Australian Council on Healthcare Standards (ACHS) is an independent, not-for-profit organisation dedicated to improving quality in health care, representing governments, consumers, and peak health bodies throughout Australia.



Quality & Safety Foundations

- Strong nation-wide focus on safety and quality since 1974
- ACHS introduced first safety and quality standards for Australia (EQuIP)
- Nationally consistent health service standards

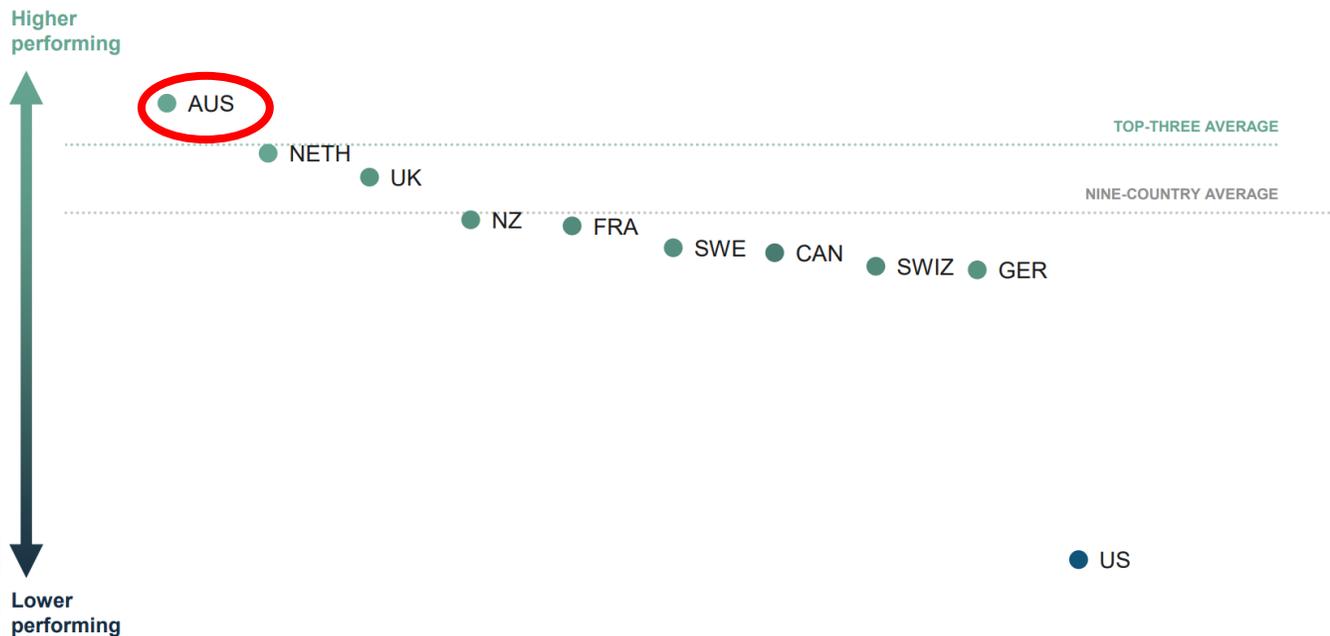


Australian Healthcare System



Australia is ranked in the #1 performing healthcare system.

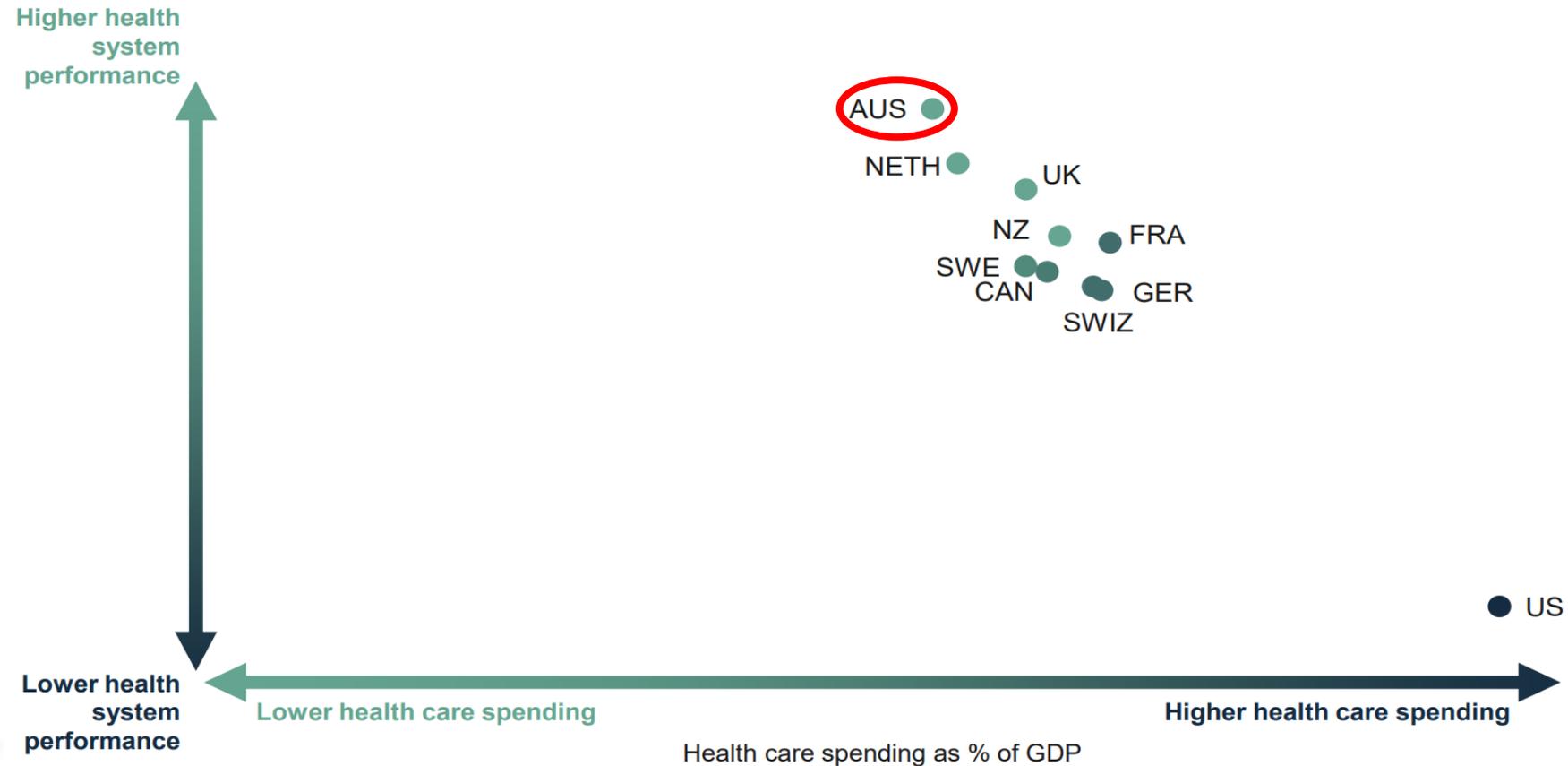
Leading the way as #1 for health care outcomes.



2024 Commonwealth Fund “Mirror, Mirror” Report shows Australia’s performance

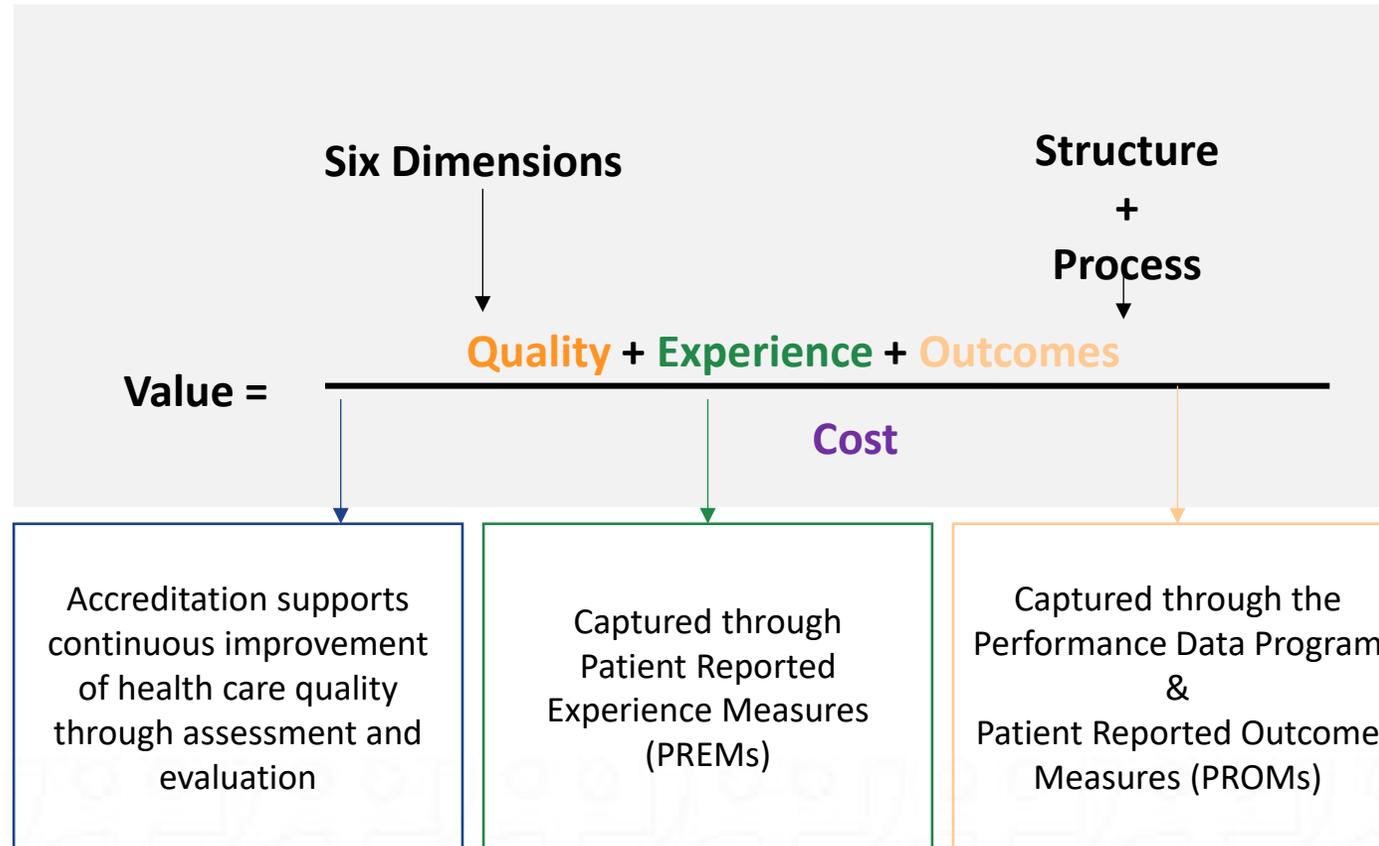
Note: To normalize performance scores across countries, each score is the calculated standard deviation from a nine-country average that excludes the US. See “How We Conducted This Study” for more detail.
Data: Commonwealth Fund analysis.

Health Care System Performance Compared to Spending



Notes: GDP = gross domestic product. Health care spending as a percentage of GDP. Performance scores are based on standard deviation calculated from the nine-country average that excludes the US. See "How We Conducted This Study" for more detail.
Data: Spending data are from OECD for the year 2022 and 2023 (updated in July 2024).

From Quality to Value



Healthcare systems worldwide are under increasing pressure



Chronic diseases continue to be on the rise

4 in 5

deaths worldwide can be attributed to chronic conditions

World Health Organization, 2023



Staff shortages are rampant and only expected to grow

10 million

is the expected global deficit of qualified healthcare professionals by 2030

World Economic Forum, 2023



Healthcare providers to reduce inefficiencies & cost

25%

of healthcare spending is considered waste

JAMA 2019



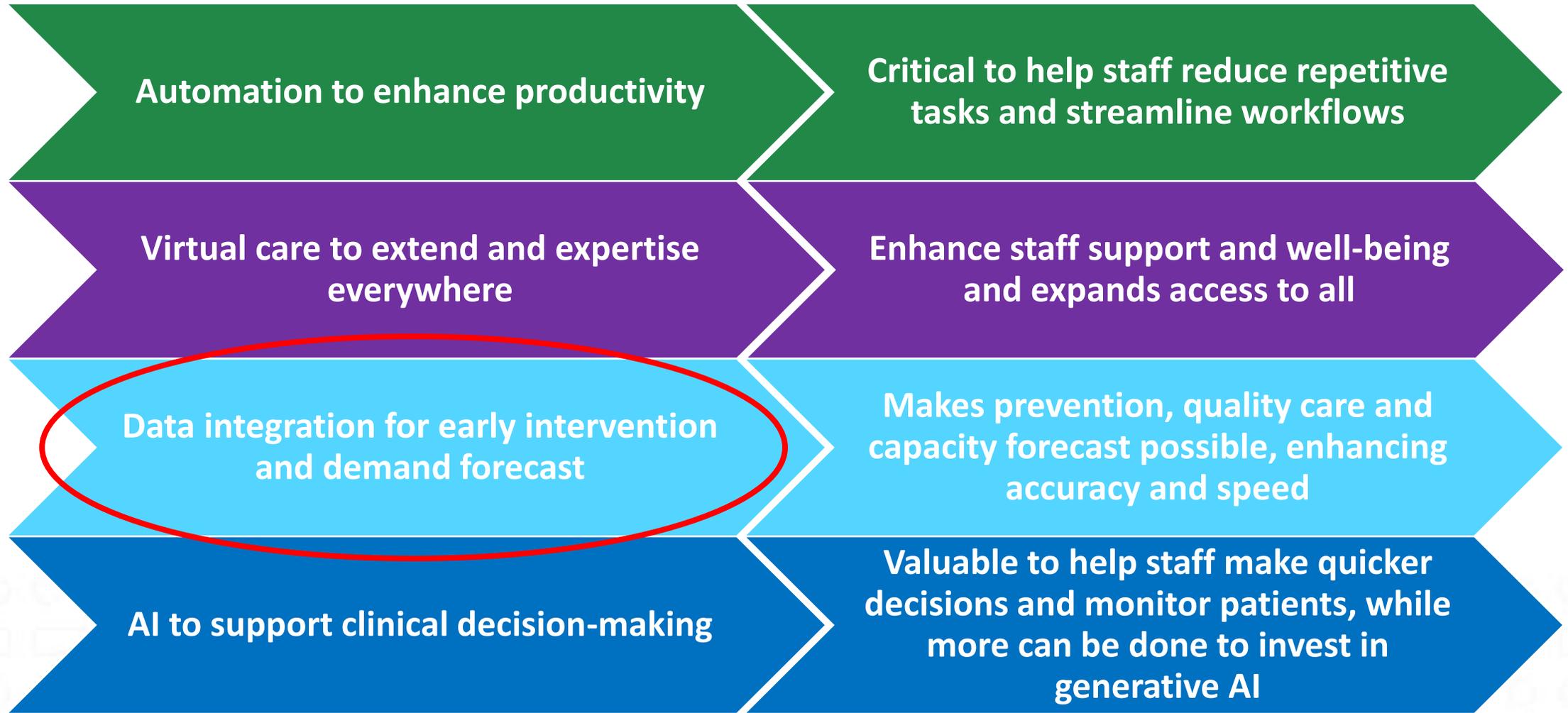
Exponential growth of healthcare data causing data overwhelm

↑36% per year

at which healthcare data is expected to grow by 2025

IDC White paper, 2018

4 keys to bridging the patient care innovation gap



Hospital indicators



Complications

The national list Hospital-Acquired Complications and the Classification of Hospital-Acquired Diagnoses

Mortality

Mortality measures included in the Core Hospital-Based Outcome Indicators

Readmissions

The Avoidable Hospital Readmissions list and readmission indicators included in the Core Hospital-Based Outcome Indicators

Incident management and sentinel events

Information on incident management and version two of the Australian sentinel events list

Patient experience

The Australian Hospital Patient Experience Question Set

Patient-reported outcomes

Information to support the evidence-based collection and use

Patient safety culture

The Patient Safety Culture Measurement Toolkit and the Australian Hospital Survey on Patient Safety Culture 2.0

Maternity

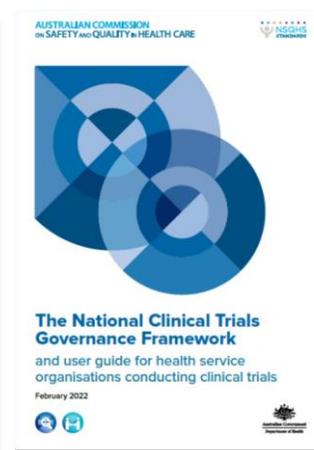
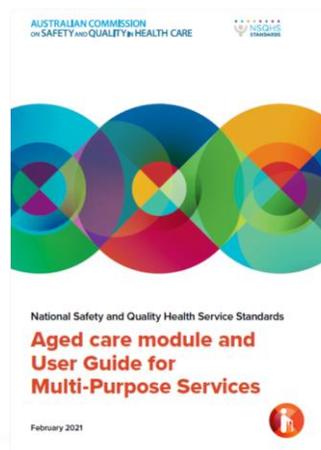
The Severe Acute Maternal Morbidity Indicators and Hospital-Acquired Complications related to maternity

Australian Commission on Safety and Quality in Health Care



National Standards for Health Service Accreditation

- Australian Commission (ACSQHC) programs

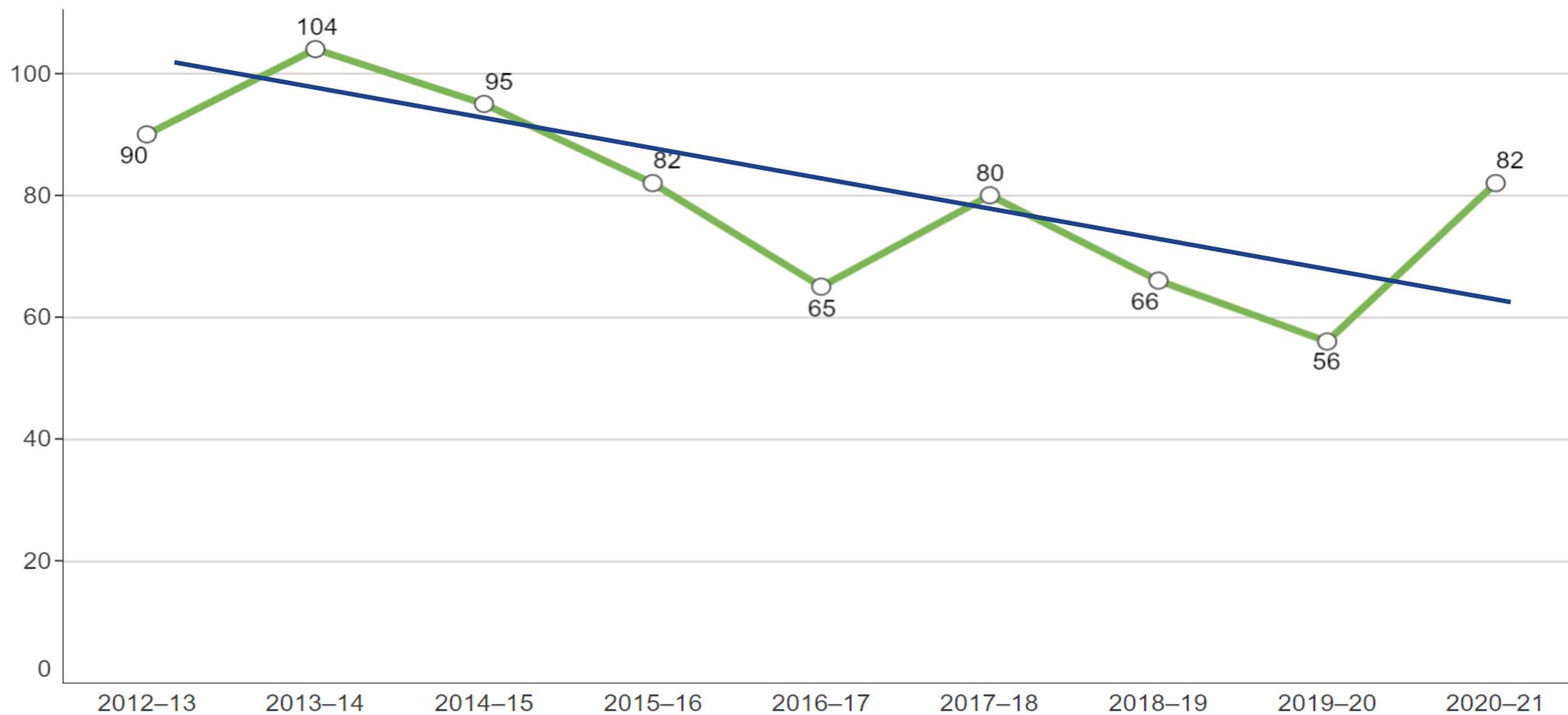


Improved patient outcomes in line with standards



- Decrease in the *Staphylococcus aureus* bacteraemia rate per 10,000 patient days
- 50% decrease in the national rate of central line-associated bloodstream infections
- Hospitals with antimicrobial stewardship increased from 36% in 2010 to 98% in 2015
- Better documentation of adverse drug reactions and medication history
- Decrease in cardiac arrest rates in hospital

All sentinel events, number



Select measure:

All sentinel events

Number

National



Emerging Trends in Regulation

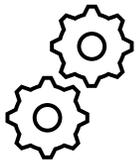
- Introduction of technology driving a decrease in regulation
- Strategy tailored: exemplars; bulk; outliers
- Identify those services that need greater oversight by the regulator
- Regulation putting customer first - focus on 'outcomes' - not on 'process'
- Are we even solving the problem that was originally identified?
- Debate - not about 'more or less regulation' but 'what type of regulation?'
- Use of data moving forward and publication of data
- 'Right intervention at the right time' rather than one size fits all



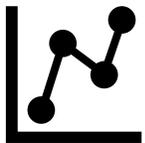
Innovations in Accreditation



Modern tools and practices in accreditation



Artificial Intelligence (AI)



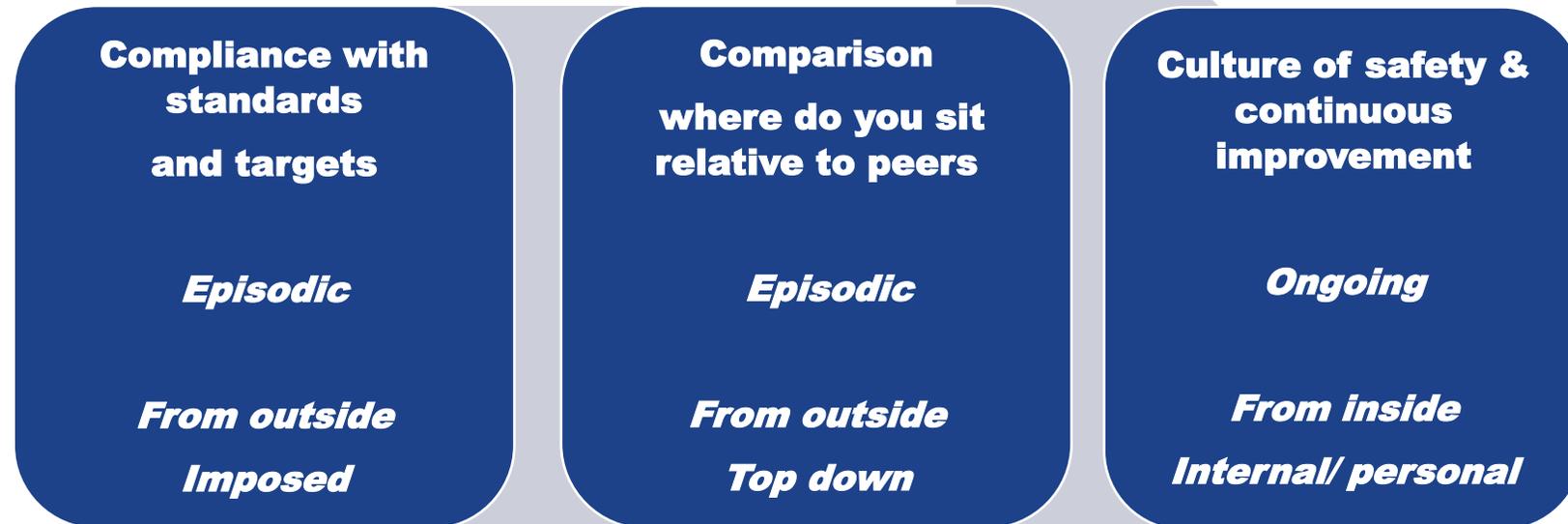
Real-time Data Monitoring



Predictive Analytics



Pursuing High Quality Care





Safety & Quality - Today



Performance Data Analytics & AI



Advanced Analytical Tools



New system to support health services with data-driven decision making.
Integrated AI capability for actionable insights to drive performance.

Benchmarking is a fundamental foundation to **improving quality and safety in healthcare** and the ACHS Hospital Wide clinical indicator set provides a useful vehicle to assist HCOs in identifying their comparative performance.



Dr David Rankin
Royal Australasian College of Medical Administrators
Chair, ACHS Hospital-Wide Working Party Version 13.4

Easy to use new interface

Analyse data in much deeper ways

METRIK

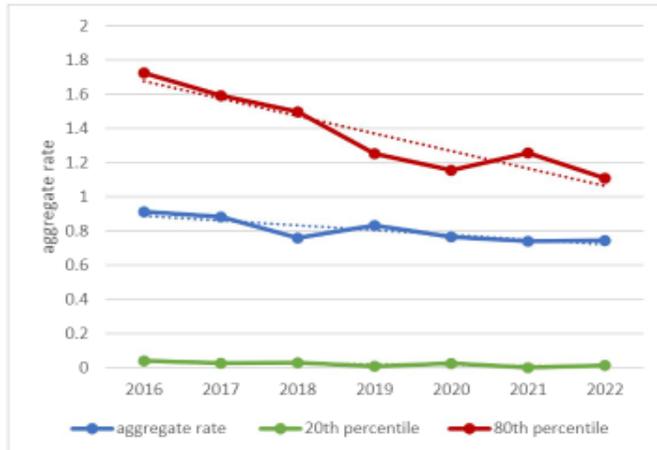
Significantly more complex comparisons

Exportable widgets and PDF reports



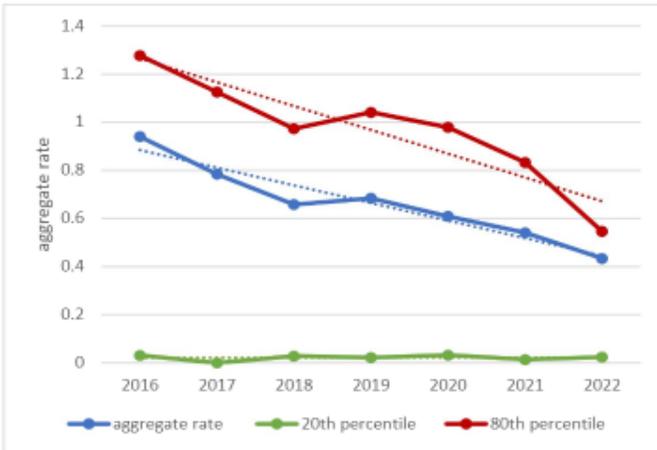
Anaesthesia and perioperative care 3.2 PONV treatment in the recovery room (L)

The number of patients requiring treatment in the recovery room for post-operative nausea and vomiting has continued to decline. The aggregate rate was 0.912 in 2016 and has declined to 0.744 in 2022, representing an 18.4% decline over the review period. This is likely due to better management of the patient, surgery, pre-, intra- and post-operative anaesthesia and the implementation of measures for risk assessment and mitigation.



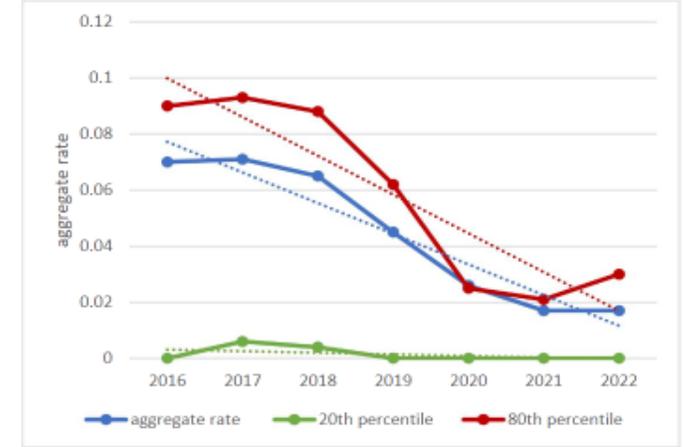
Day patient 6.1 Unplanned transfer or overnight admission related to the procedure (L)

The rate of unplanned transfers to a hospital or overnight admission after a day surgery procedure continues to decline with the rate dropping from 0.94% to 0.43%. This decline represents the increasing safety of the systems within Australia's healthcare system for day related procedures such as gastroscopies, colonoscopies, and joint replacements.



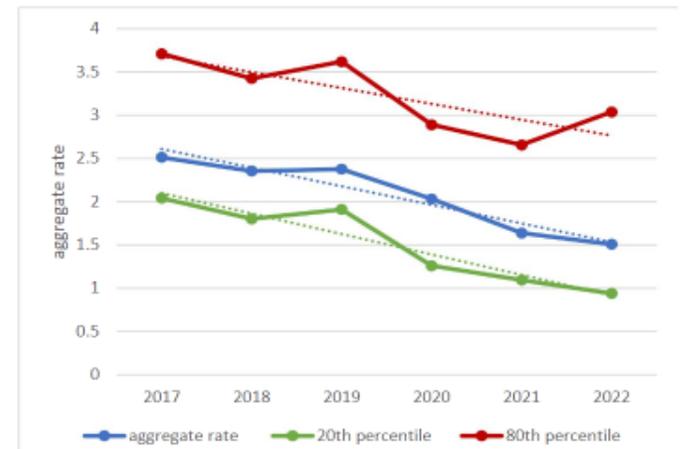
Hospital-wide 3.1 Inpatients who develop >1 pressure injuries (L)

There has been a strong focus on pressure injuries across Australia in recent years as they accounted for a significant portion of hospital related injury to patients. Pressure injuries have declined significantly over time but the rate since 2016 has dropped from 0.070 to 0.017, which represents a 75.7% decrease to 2022. It is looking like we are hitting a floor with the improvement at 0.017% of inpatient bed days but that is an excellent result.



Oral health 4.2 Fissure sealant treatment (children) - retreatment within 24 months (L)

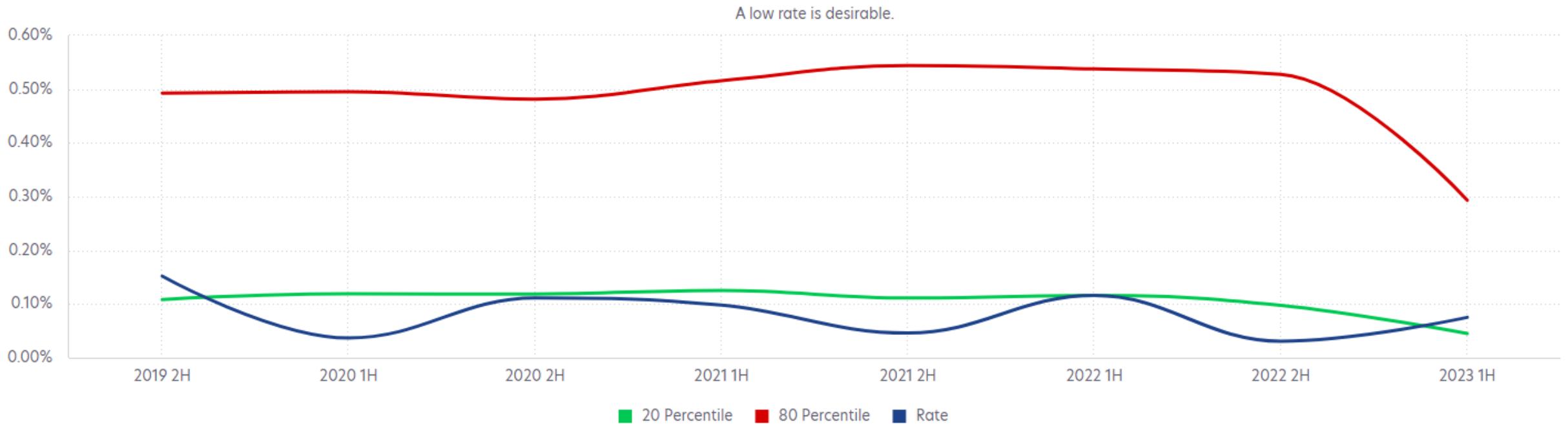
Determining the rate of the need to retreat children who have had dental treatment within 24 months aims to measure the quality of the original work. This indicator has consistently improved between 2017 to 2022, with the rate declining from 2.51% to 1.51%. This data largely represents the work done by publicly run oral health providers in Australia and it is welcome to see such a high level of care being delivered in the public sector, especially for children.



Performance Benchmarking is Transforming



CI 4.1 (rev19) Inpatient falls over Time



Patient Safety Culture



Positive patient safety culture



Important aspects include:

- Shared perceptions of the importance of safety
- Constructive communication
- Mutual trust
- A workforce that is engaged and always aware that things can go wrong
- Acknowledgement at all levels that mistakes occur
- Ability to recognise, respond to, give feedback about, and learn from, adverse events.

Ref: Australian Commission on Safety and Quality in Health Care



Measurement of patient safety culture



Patient safety culture should not be measured in isolation but forms one component of a comprehensive measurement and improvement system.



Other indicators include:

- complications acquired while in hospital
- accreditation outcomes
- mortality
- patient-reported experience
- patient-reported outcome measures
- serious in-hospital incidents.



Most importantly....:



*ensure that the results are fed back at multiple levels and



*the information gathered is used to implement improvements!



Data used to identify & target areas for improvement

amplifire
HEALTHCARE ALLIANCE

Why It Works Solutions About Results Courses Contact

Healthcare leaders collaborating to reduce patient harm

Join Alliance Case Study

The Challenge We Face with Patient Harm

3rd LEADING CAUSE OF DEATH	400,000 DEATHS PER YEAR	50% ARE A KNOWLEDGE PROBLEM
Medical error is the third leading cause of	Every year, more than 400,000 patients	Confidently Held Misinformation is

Partner in Digital Health

ACHS Partner in project shaping the future of accreditation

Actionable Data to support accreditation assessment & clinical decision-making using digital dashboards



Karen Luxford

CEO ACHS and ACHS International/Senior Executive/Board Chair/Non Execut...

1mo • 🌐

ACHS is excited to be shaping the future as a partner in this \$2.1M project focussed on online dashboards for safety assessment and quality improvement

[#safety](#) [#innovation](#) [#quality](#) [#future](#)



Digital Health CRC

1,747 followers

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Great news for Victorian hospitals!

Researchers at [Monash University](#) Faculty of Information Technology and Eastern Health Clinical School are embarking on a \$2.1 million proje ...see more





Future models of Accreditation?

- Customized accreditation
- Assessment from the perspective of service users
- Accreditation as an on-going process
- 'Outcome' focussed
- Methodology includes a range of information sources (beyond onsite assessment)





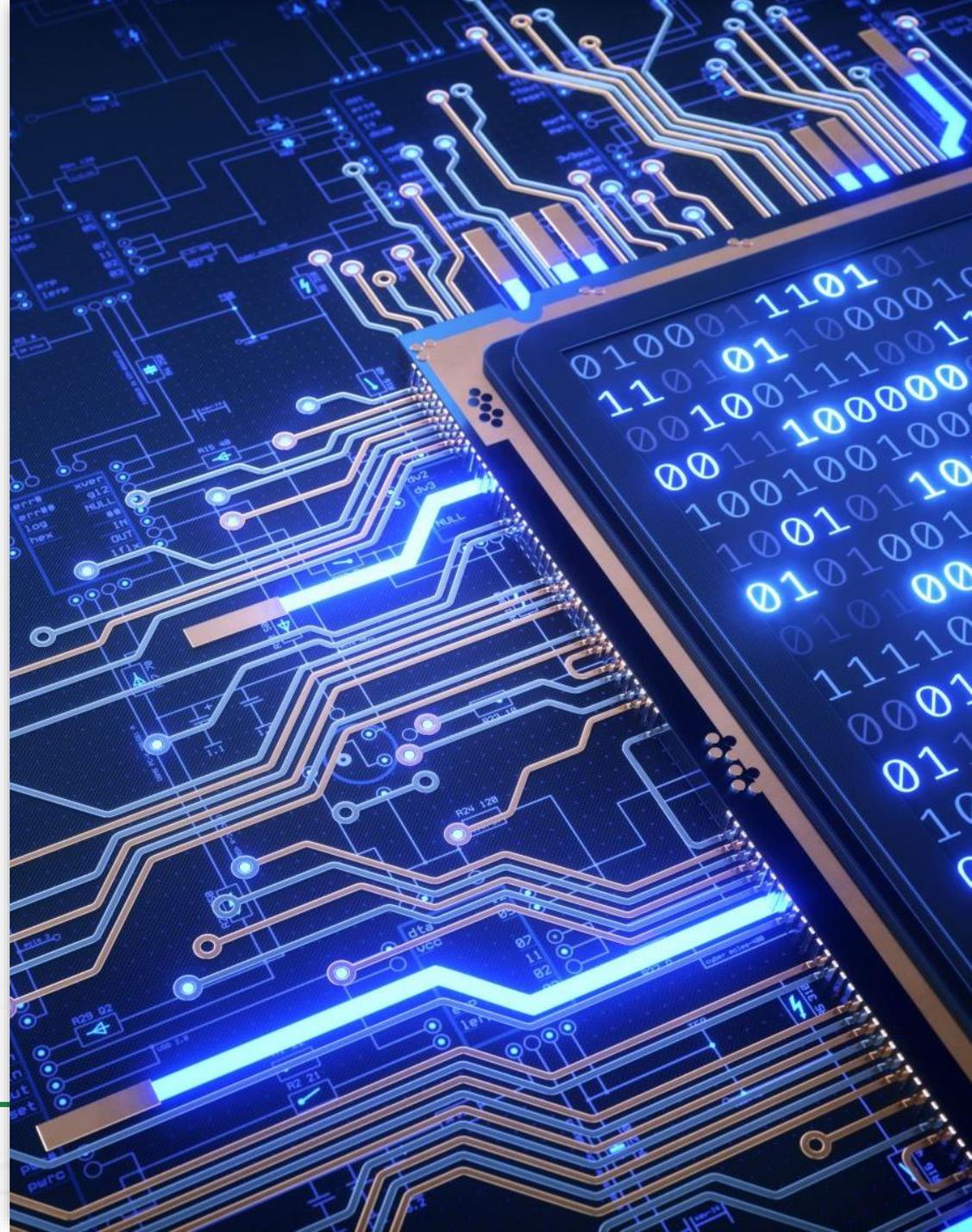
FUTURE OF HEALTHCARE ACCREDITATION

Artificial Intelligence (AI)

Technology Alone is Not the Solution

“The healthcare organizations that will be the most successful are the ones that will be able to fundamentally rethink and reimagine their workflows and processes and use machine learning and AI to create a truly intelligent health system... **The value of AI doesn't come from the technology; it comes from changing** clinical workflows and operational processes.

-How AI And Machine Learning Will Impact The Future Of Healthcare, Forbes



Summary



From Quality to Value

Performance data analytics & AI

Advancing quality analytic tools

The Future of Quality Assessment