

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

D20-34933

Mr Darren Bracken
Coroner
Coroner's Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Mr Bracken

Court Reference: COR 2017 6116 - Valerie Margaret Fraser

I am writing to you in relation to your findings into the death of Mrs Valarie Margaret Fraser. I note the recommendation that the Australian Commission on Safety and Quality in Health Care (the Commission) and Safer Care Victoria consider the need for an external body to conduct periodic audits within the three-year assessment cycle for ongoing compliance with the National Safety and Quality Health Service (NSQHS) Standards.

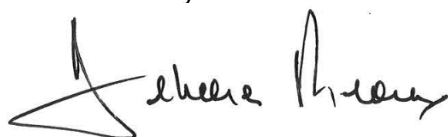
Since the death of Mrs Fraser in November 2017, the Commission has released the second edition of the NSQHS Standards and the National Model Clinical Governance Framework. Together these documents set out a framework for establishing and maintaining a robust clinical governance system in a health service organisation. The Clinical Governance Standard of the NSQHS Standards explicitly requires a governing body to oversee the safety and quality performance of the health service organisation. This includes the governing body establishing a reporting schedule to consider quarterly audit reports, and monthly reviews of safety and quality data such as hospital acquired complications, incidents, complaints and feedback from patients and the workforce.

In addition, the Commission has introduced changes to the Australian Health Services Safety and Quality Accreditation Scheme that requires the governing body to submit an attestation statement annually to their accrediting agency on the organisation's continuing compliance with the NSQHS Standards. Specifically, the governing body attests that it has fully complied with, and acquitted, any Actions in the NSQHS Standards, or parts thereof, relating to its responsibilities. Submission of an attestation statement is mandatory. Organisations that fail to comply put their accreditation at risk.

The Commission continues to monitor safety and quality and the effectiveness of its programs and is working with regulators such as Safer Care Victoria, consumers and other stakeholders to strengthen and improve the safety and quality of care to patients. Should you wish to discuss this matter further, please contact:

Mike Wallace
Chief Operating Officer
(02) 9126 3518 or mike.wallace@safetyandquality.gov.au

Yours sincerely



Adjunct Professor Debora Picone AO
Chief Executive Officer

30 November 2020

GPO Box 5480, Sydney NSW 2001
T: (02) 9126 3600 | W: www.safetyandquality.gov.au | E: mail@safetyandquality.gov.au