

# QIC Health and Community Services Standards, 6th Edition

## Dimension 1: Leadership and Management

*How is health literacy an organisational value, part of the culture and core business of an organisation or service? How is it reflected in strategic and operational plans?*

Standard	Evidence Questions
1.1 The organisation's governance structure builds a collective sense of purpose and direction that enable the organisation's mission, values, goals and service priorities to be identified and met.	<p>What is the evidence that:</p> <p>b) the interests of consumers and stakeholders are represented, they are able to participate through formal and informal structures and processes and there is evidence that their views influence decisions?</p>
3.4 The organisation works to build the capacity of the community it serves and the professional community to which it belongs.	<p>What is the evidence that the organisation:</p> <p>a) works with its community to address the determinants of wellbeing, to identify needs and to plan and implement appropriate services?</p> <p>d) works with other organisations and special needs groups to improve their capacity to meet consumer needs?</p>
1.7 The organisation identifies, assesses and manages risks to ensure continuous, safe, responsive and efficient services.	<p>What is the evidence that the organisation:</p> <p>a) the organisation understands that risk has dimensions that include strategic, governance, operational, property, financial and clinical risks?</p>

## Dimension 2: Consumer involvement

*How are consumers involved in designing, developing and evaluating the organisation's values, vision, structure and service delivery?*

Standard	Evidence Questions
1.1 The organisation's governance structure builds a collective sense of purpose and direction that enable the organisation's mission, values, goals and service priorities to be identified and met.	<p>b) the interests of consumers and stakeholders are represented , they are able to participate through formal and informal structures and processes and there is evidence that their views influence decisions?</p>
1.2 The organisation has effective and responsive management systems to enable and coordinate achievement of the organisation's mission, values, goals and service priorities.	<p>e) staff, consumers and other stakeholders actively participate in and influence decision making?</p>
1.9 Safety and quality systems are integrated and are managed	<p>What is the evidence that:</p>

systematically with clear lines of accountability to ensure continuously improving performance.	e) the organisation has an integrated complaints mechanism and complaints are addressed in a fair and timely way?
2.1 Assessment and planning are undertaken at individual and community levels to ensure services and programs are responsive to identified needs.	What is the evidence that: b) communities, consumers and stakeholders are engaged in planning?
2.2 Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities.	What is the evidence that: d) consumers and communities participate in decision-making about services and programs they receive?
2.4 Services and programs are provided in a way that strengthens the rights of consumers, empowers them and is ethical.	What is the evidence that: g) there are formal and informal mechanisms for consumers to participate in the review, planning and design of services?
2.5 Services and programs within the organisation are coordinated.	What is the evidence that the organisation: d) works with consumers to review the effectiveness of coordinated services?

### Dimension 3: Workforce

*How does the organisation encourage and support the health workforce to develop effective health literacy practices? Has it identified the workforce's needs for health literacy development and capacity? Has the organisation's health literacy performance been evaluated?*

Standard	Evidence Questions
1.3 Human resources are managed to create an effective and competent service.	What is the evidence that: a) all staff are professionally qualified and experienced, able to work with consumers and willing to engage with Continuous Quality Improvement (CQI)? d) orientation, support and development needs of staff are systematically identified and met in a way that supports the organisation's goals?
2.3 Services and programs are provided in a culturally safe and appropriate manner.	d) professional development regarding consumer diversity is available to staff.
3.3 The organisation demonstrates that it has incorporated and contributes to currently accepted good practice in its field.	What is the evidence that the organisation: e) employs a range of internal practices such as mentoring or supervision to share and enhance the skills of staff.

## Dimension 4: Meeting the Needs of the Population

*How does service delivery make sure that consumers with low health literacy are able to participate effectively in their care and have their health literacy needs identified and met (without experiencing any stigma or being labelled as having low health literacy)? How is meeting the needs of the population monitored?*

Standard	Evidence Questions
1.6 Knowledge (including research and the collection, storage and sharing of information) is managed in a systematic, ethical and secure way, and the organisation uses it to inform service review and development	<p>What is the evidence that:</p> <p>a) the organisation keeps up to date with current trends in its field and uses demographic and research data to improve outcomes for its consumers?</p>
2.2 Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities.	<p>What is the evidence that:</p> <p>c) information about the rationale, risks and effect of services and programs is routinely provided to consumers and communities?</p>
2.3 Services and programs are provided in a culturally safe and appropriate manner.	<p>What is the evidence that:</p> <p>a) processes and practices ensure respect and responsiveness to consumer diversity by being inclusive and flexible.</p> <p>b) the changing profile of consumers is monitored.</p> <p>c) appropriate links with indigenous and other community groups are established to ensure that services and programs remain responsive and respectful?</p>
2.4 Services and programs are provided in a way that strengthens the rights of consumers, empowers them and is ethical.	<p>What is the evidence that:</p> <p>a) services are delivered in a respectful way that recognises each consumer's personal worth and individuality?</p> <p>f) barriers to service access are identified and addressed, and consumers are supported to access services?</p>
3.4 The organisation works to build the capacity of the community it serves and the professional community to which it belongs.	<p>What is the evidence that the organisation:</p> <p>a) works with its community to address the determinants of wellbeing, to identify needs and to plan and implement appropriate services?</p> <p>b) shares information with its community?</p>

## Dimension 5: Access and Navigation

*How easy is it for consumers to find and engage with appropriate and timely health and related services? How are consumers helped to find and engage with these services? How well are services coordinated and are services streamlined where possible?*

Standard	Evidence Questions
1.4 The organisation's physical resources are managed to ensure an effective, safe and efficient service.	<p>What is the evidence that:</p> <p>a) the organisation's assets are adequate to meet its goals?</p> <p>b) the organisation's needs for physical resources are regularly reviewed?</p>

	<p>c) equipment and facilities are organised, recorded and regularly maintained to ensure a safe, effective, accessible and comfortable service?</p>
<p>1.6 Knowledge (including research and the collection, storage and sharing of information) is managed in a systematic, ethical and secure way, and the organisation uses it to inform service review and development.</p>	<p>What is the evidence that:</p> <p>b) cooperative work practices exist to share knowledge within the organisation?</p> <p>c) information is stored in an organised way that is easily accessible to approved staff and consumers and, when necessary, is secure and legally compliant?</p> <p>d) protocols on the sharing of information about consumers exist and are used?</p> <p>e) data on the use of services and advances in the field are collected and used in planning, evaluation and quality improvement?</p>
<p>2.2 Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities.</p>	<p>What is the evidence that:</p> <p>c) information about the rationale, risks and effect of services and programs is routinely provided to consumers and communities?</p> <p>g) intake is integrated and priority-based?</p> <p>h) effective referral practices are in operation?</p> <p>k) re-assessment occurs after services and/or program is provided to check effectiveness?</p>
<p>2.4 Services and programs are provided in a way that strengthens the rights of consumers, empowers them and is ethical.</p>	<p>c) eligibility requirements for service and program participation are fair, ethical and transparent?</p> <p>d) informed consent processes are implemented for service and program provision, and when personal information is gathered, stored, shared and used?</p> <p>e) consumers are aware of their rights and responsibilities including complaint, grievance, appeal and conflict resolution procedures, and these procedures are implemented promptly, judiciously and fairly?</p> <p>f) barriers to service access are identified and addressed, and consumers are supported to access services?</p>
<p>2.5 Services and programs within the organisation are coordinated.</p>	<p>What is the evidence that the organisation:</p> <p>a) coordinates services and programs to meet the needs of consumers?</p> <p>b) delivers cross-discipline services seamlessly?</p> <p>c) supports staff working across different disciplines to coordinate services?</p>
<p>3.1 The organisation enters into formal service agreements and other less formal partnerships to ensure a continuous and sustainable service.</p>	<p>What is the evidence that:</p> <p>a) the organisation works to negotiate service agreements so they are legal, fair and result in quality outcomes for consumers?</p> <p>c) service agreements and partnerships are reviewed regularly against the values and goals of the organisation and their impact on consumers?</p>
<p>3.2 The organisation collaborates with other organisations and positions itself</p>	<p>What is the evidence that the organisation:</p> <p>a) collaborates with other organisations?</p>

strategically within the wider service system.	b) collaborations contribute to a more effective use of resources? c) avoids unnecessary and inefficient duplication of services? d) reviews the effectiveness of any collaborations in terms of consumer outcomes, available resources and the strategic placement of the organisation?
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## Dimension 6: Communication

*How are information needs identified? How is information shared with consumers in ways that improve health literacy? How is information developed with consumers and evaluated?*

Standard	Evidence Questions
2.2 Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities.	What is the evidence that: c) information about the rationale, risks and effect of services and programs is routinely provided to consumers and communities?
2.4 Services and programs are provided in a way that strengthens the rights of consumers, empowers them and is ethical.	What is the evidence that: d) informed consent processes are implemented for service and program provision, and when personal information is gathered, stored, shared and used? e) consumers are aware of their rights and responsibilities including complaint, grievance, appeal and conflict resolution procedures, and these procedures are implemented promptly, judiciously and fairly?