

# Health Library Contributions to Hospital Accreditation: NSQHS Standards Activity Reports

## Introduction

Accreditation it is a key driver of change within our hospital networks.

It is important that librarians can articulate measurable outcomes, supported by specific examples, to demonstrate our value and ongoing contribution to patient care.

Australian Library and Information Association (ALIA) Health Libraries Australia (HLA) have designed an assessment tool that health science libraries can use to consider their various contributions to the ACSQHC's (Australian Commission on Safety and Quality in Health Care) requirements under the National Safety and Quality Health Service (NSQHS) Standards.

Libraries understand that compliance to standards must be an active, continuous process that supports quality improvement projects throughout the hospital.

## National Safety and Quality Health Service (NSQHS) Standards 2<sup>nd</sup> edition

-  1. **Clinical Governance**, which aims to ensure that there are systems in place within health service organisations to maintain and improve the reliability, safety and quality of health care.
-  2. **Partnering with Consumers**, which aims to ensure that consumers are partners in the design, delivery and evaluation of healthcare systems and services, and that patients are given the opportunity to be partners in their own care.
-  3. **Preventing and Controlling Healthcare-Associated Infection**, which aims to reduce the risk of patients getting preventable healthcare-associated infections, manage infections effectively if they occur, and limit the development of antimicrobial resistance through the appropriate prescribing and use of antimicrobials.
-  4. **Medication Safety**, which aims to ensure that clinicians safely prescribe, dispense and administer appropriate medicines, and monitor medicine use. It also aims to ensure that consumers are informed about medicines, and understand their own medicine needs and risks.
-  5. **Comprehensive Care**, which aims to ensure that patients receive comprehensive health care that meets their individual needs, and that considers the impact of their health issues on their life and wellbeing. It also aims to ensure that risks to patients during health care are prevented and managed through targeted strategies.
-  6. **Communicating for Safety**, which aims to ensure that there is effective communication between patients, carers and families, multi-disciplinary teams and clinicians, and across the health service organisation, to support continuous, coordinated and safe care for patients.
-  7. **Blood Management**, which aims to ensure that patients' own blood is safely and appropriately managed, and that any blood and blood products that patients receive are safe and appropriate.
-  8. **Recognising and Responding to Acute Deterioration**, which aims to ensure that acute deterioration in a patient's physical, mental or cognitive condition is recognised promptly and appropriate action is taken.

## Standard Action items

The eight [NSQHS standards](#) play a crucial role in ensuring our hospitals provide a high-quality healthcare service to their patients. Each standard has a defined Criteria under which there are several Action items specific to that Standard. There is a total of 148 Action items across the eight standards that the library could contribute to at any given time. For example [Standard 2: Partnering with Consumers](#) has three Action points as part of [Health Literacy](#): criterion.

## > [Health literacy](#)

Health service organisations communicate with consumers in a way that supports effective partnerships.

### Communication that supports effective partnerships

- > [Action 2.08](#)
- > [Action 2.09](#)
- > [Action 2.10](#)

For health library & information services the above three Actions may translate to:

Provide information that enables and supports clinicians to communicate with patients, carers, families and consumers about health and healthcare

The number of Actions within each of the eight standards varies. Not all Actions are relevant to the library service but there is a myriad of ways libraries can contribute therefore the best tool for libraries is one that provides librarians with a concept and explanations rather than a prescription. For example:

- Standard 1 [Clinical Governance Standard](#) - contains four Criteria and 33 Actions. Under this standard the library contributes consistently and directly to multiple actions - 1.07(a), 1.08 (a), 1.21, 1.27(a), 1.27(b) [relate to evidence-based information practices] and 1.02; 1.04; 1.33 [relate to information that supports the needs of our vulnerable populations], 1.30 (b) [relates to the library as a physical space].
- Standard 2,3,4,5,6,7,8 – contain few Actions that the hospital library can directly participate in. This doesn't mean that we do not indirectly support the Action by: making available/purchasing resources; identifying current evidence; best-practices; or participating on committees or in Quality Projects that support these standards.

## Intervention

ALIA HLA has initiated this quality improvement intervention with the aim to have a standard tool that can be easily adapted and utilised by hospital libraries, to demonstrate to the respective hospital patient experience, quality, risk, and safety team standard leads (and other groups responsible for the administration and implementation of the NSQHS standards) that hospital libraries play a key role in ensuring quality evidence-based practices are continually undertaken. That without a hospital-based library, continual engagement in evidence base practices leading to quality improvement within our institutions to achieve accreditation, would be difficult to achieve.


We recognise not all NSQHS standards Actions are assessed as part of the current NSQHS SNAAP (Short Notice Assessment for Accreditation Program) which commenced 1 July 2023.


## Tools

Based on feedback - Two tools may be useful.


Tool 1: **Accreditation Examples Worksheet**- designed to help the library keep a record of activities between assessor visits.

For example - below is a list of standard Evidence Review Requests that we regularly receive from Clinicians (column 1); an example of what that request might translate to (column 2) and finally the date it was delivered or when it is to be actioned (demonstrating initiatives completed or still in progress).

SNAAP Accreditation: Library Action Report		(Last accreditation April 2022)	
<a href="#">Standard 2: Partnering with Consumers</a>			
<a href="#">Action 2.10</a>	Provide information that enables and supports clinicians to communicate with patients, carers, families and consumers about health and health care		
Evidence review requests	Current project	Scheduled	Delivered
Current evidence literature search	What barriers prevent the uptake by consumers of the My Health Record in Australia		Jul-24
Purchase point-of-care tools	Collate a Health Literacy Toolkit for clinicians		Aug-23
Resource procurement	Promote library resources - Diversity Equity & Inclusion		Feb-24
Resource procurement	Reference tools: The art & science of patient education for health literacy		Dec-23
Education and literacy training	My Health Record training; contribute to consumer publication reviews	Ongoing	
Quality project contribution	Contribute to Diversity and Inclusion Plan 2020-2023		Oct-24
Consumer Partner support	Aboriginal & Torres Strait Islander Standards Committee; Health Literacy	Ongoing	
Evidence briefings - alerts; reports	Current evidence	Monthly	
Live literature searches:	Health literacy; Partnering with Consumers; Shared decision making	Ongoing	

SNAPP Accreditation: Library Action Report		(Last accreditation April 2022)	
<a href="#">Standard 4: Medication Safety</a>			
<a href="#">Action 4.10 (a)</a>	To support medication reviews by providing evidence & best practice resources		
<a href="#">Action 4.13</a>	Ensure information and decision support tools for medicines are available to clinicians		
Evidence review requests	Current project	Scheduled	Delivered
Current evidence literature search	Pregabalin use in acute neuropathic pain		Jul-24
Current evidence literature search	Opioid use for management of pain post limb fracture surgery		Dec-23
Current evidence literature search	COSA Guideline review on prescribing, dispensing and administering medicines for cancer patients		Oct-23
Purchase point-of-care tools	Up-to-date; TGA Guidelines; MIMS online; AMH	Ongoing	
Purchase point-of-care tools	Paediatric Injectable Guidelines (advocated added to CHC)	Ongoing	
Resource procurement	Full text article delivery; book request purchase	Ongoing	
Education and literacy training	How to effectively use the CHC	Ongoing	
Education and literacy training	Mandatory training	Ongoing	
Quality project contribution	Reduced medication-related adverse events (PDSA)	Ongoing	
Consumer Partner support	Pharmacovigilance - provide feedback to working group	Ongoing	
Evidence briefings - alerts; reports	Newsletter evidence: adverse drug reactions & reporting times	Ongoing	
Live literature searches:	Medication safety	Ongoing	

SNAPP Accreditation: Library Action Report		(Last accreditation April 2022)	
<b>Standard 5: Comprehensive Care</b>			
<b>Action 5.03 (b)</b>	<b>Support clinical staff to meet the patient's information needs</b>		
<b>Action 5.05</b>	<b>Engage with and participate where practical as part of a multidisciplinary team</b>		
<b>Action 5.24</b>	<b>Policies and procedures need to be based on evidence-based practices</b>		
<b>Action 5.27</b>	<b>Nutrition care plans are based on current evidence and best practices</b>		
<b>Evidence review requests</b>	Current project	Scheduled	Delivered
Current evidence literature search	Screening for delirium or cognitive impairment in ICU setting		Jan-24
Current evidence literature search	Managing occupational violence and aggression (OVA) in hospital ED		Jun-24
Purchase point-of-care tools	BMJ Best Practice & Comorbidities	Ongoing	
Resource procurement	Clinical Ethics journal	Ongoing	
Education and literacy training	Resource & Literature search training for Nutrition and Dietetics Unit	Ongoing	
Quality project contribution	Clinical Guideline support - review	Ongoing	
Consumer Partner support	Provide feedback on Falls Prevention Brochure (post-discharge) targeted for patients & families	Ongoing	
Evidence briefings - alerts; reports	Newsletter evidence: Use of CAM-ICU tool in identifying delirium	Ongoing	
Live literature searches:	Delirium; Falls prevention; Pressure injuries; Malnutrition	Ongoing	

SNAPP Accreditation: Library Action Report		(Last accreditation April 2022)	
<b>Standard 6: Communication for Safety</b>			
<b>Action 6.07</b>	<b>Best practice guidelines for minimum information to be communicated at handover</b>		
<b>Evidence review requests</b>	Current project	Scheduled	Delivered
Current evidence literature search	Bedside communication whiteboards use for nurse and patient perspectives		Nov-23
Current evidence literature search	Does the implementation of a collaborative nurse-medical practitioner led CPR approach result in better communication, improved teamwork and better patient outcomes.		Apr-23
Purchase point-of-care tools	Toxicology Handbook (latest edition)		Jun-23
Resource procurement	Implementation toolkit for clinical handover improvement (eBook)	Ongoing	
Education and literacy training	Provide health literacy training for staff & students	Ongoing	
Quality project contribution	Be a conduit to help support knowledge coordination among departments - (Plan-Do-Study-Act)	Ongoing	
Quality project contribution	*ISBAR (Introduction, Situation, Background Assessment, Recommendation)- Communication Tool; provide examples of ED to Ward handover using ISBAR	Ongoing	
Consumer Partner support	Member Hospital Consumer Documentation Working Group	Ongoing	
Consumer Partner support	Website guide to reputable consumer health information in variety of languages	Ongoing	
Evidence briefings - alerts; reports	GP Communication Project - effective communication upon hospital discharge	Ongoing	
Live literature searches:	Clinical handover	Ongoing	

*\*Example Tool 1 - Library EBP Activity Log Standards 2,4,5 & 6.*

NB\* Examples are based on hospital activities provided by a test group of libraries across Australia. The test group recognise every healthcare centre is different, and these examples are just provided as prompts/guides.

Tool 2: **Accreditations Actions Templates** (every hospital may require a different communication variation). This is an example of a summary across all standards - designed to be assessor-ready.



SNAAP Accreditation - Evidence summary			
			(Last accreditation April 2022)
NSQHS Standard	Item	Action/s Description	Evidence supplied by Library
<b>Standard 1 : Clinical Governance</b>			
Action 1.07 (a)	Policies and procedures	Set out, review, and maintain the currency and effectiveness of policies, procedures and protocols	154 Clinical policies, procedures, and guidelines are reference checked by qualified librarians to ensure the use of high-quality, up-to-date
Action 1.21	Safety and quality training	Strategies to improved the cultural awareness & cultural competency of the workforce to meet the needs of ATSI patients	Ongoing - Point-of-care tools provided to support high-quality, evidence-based patient care.
			Ongoing support of State Portal access - CHC (Victoria)
			560 employees received research skills training, enabling them to acquire the best available clinical evidence.
			41 current evidence literature searches were completed to support direct patient care.
			12 NSQHS Live Literature Searches made accessible via Library website.
Action 1.27 (a)	Evidence-based care	Provide clinicians with ready access to best-practice guidelines ... decision support tools relevant to their clinical practice	29 current evidence literature searches were completed to support quality improvement projects.
			35 Library training sessions provided to support professional development for various Quality & Risk departments
			3 Quality improvement resource webpages developed to provide an online guide.
Action 1.27 (b)	Evidence-based care	Support clinicians to use the best available evidence including relevant clinical care standards developed by ACSQHS	12 NSQHS Live Literature searches provided and promoted throughout the hospital during orientation
Action 1.2; 1.4; 1.33; addition to 1.21		Aboriginal and Torres Strait Islander patients - Contribute to safety and quality priorities and strategies to meet the specific health needs of this vulnerable population	10 books purchased - Provision of Aboriginal and Torres Strait Islander resources supports education and training with regard to this cohort's specific health needs

*\*Example Tool 2 – Summary for Standard Leads - Standard 1.*

NB\* Tool 2 - an overview of activities provided by the library – could be shared with assessors during their initial assessment to demonstrate, not just that the library has a process in place to track activity, but to also provide the evidence that they are engaged in an ongoing capacity in quality improvement interventions as part of the hospital's continuous improvement process similar. Tool 2 could be considered an audit and used similarly to tools used on the hospital wards like quality performance indicators “Top Quality Boards” and patient journey audit tools (PJAT) to demonstrate the hospital is surveying, measuring and auditing patient satisfaction and experiences. Tool 2 could also be considered as additional information to support further information requested by the accreditation agency as part of remediation process.



The hospital is furnished with a full report by accrediting agencies on the outcome of the accreditation assessment; accreditation is achieved only all of the actions in the NSQHS Standards are met.

## Visualising and reporting the data

Businesses measure activities, create standard categories for quantitative data analysis for several important reasons.

Quantitative data and visualisation allow organisations to gain actionable insights quickly. By translating your information into visual formats like graphs and charts a broader spectrum of audiences can understand and use the data more easily.

Benefits can be:

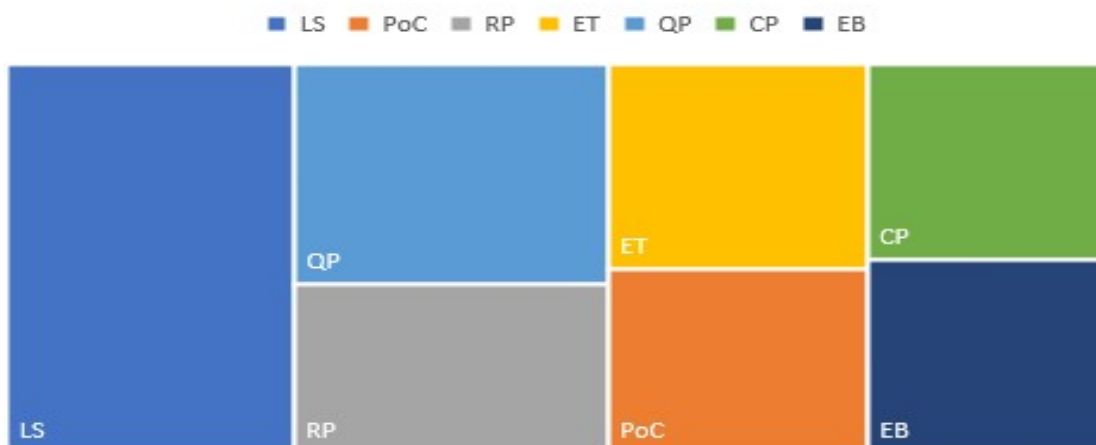
- Performance tracking
- Faster decision making
- Uncover hidden patterns or correlations
- Identify potential opportunities or risks
- Gain a holistic view of services or operations

Measuring data and providing visually appealing graphs or dashboards can be effective in communicating the libraries value and alignment with NSQHS standards and make data easily digestible for accreditors, standard leads and hospital management.

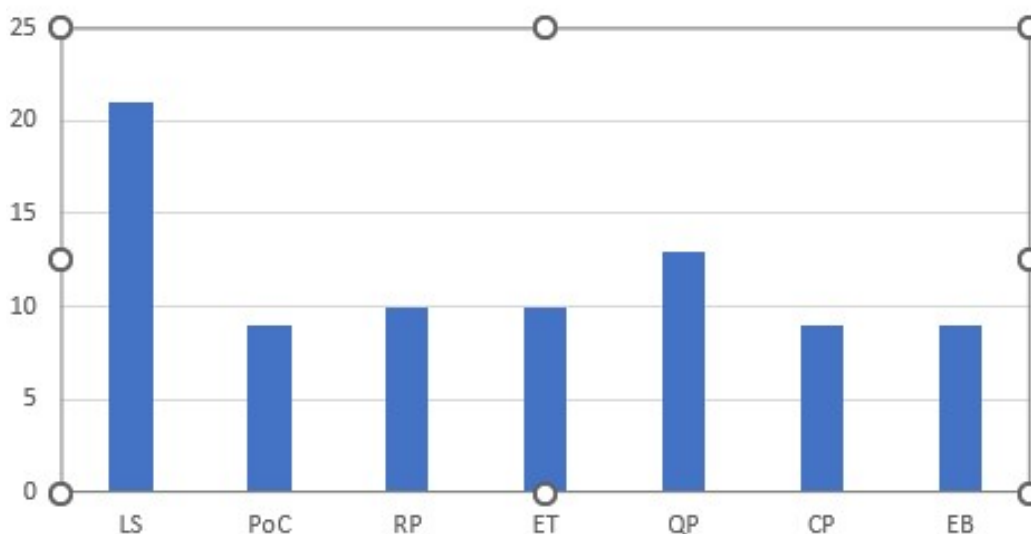
<b>Categories</b>	<b>Code</b>
Current evidence literature search	LS
Purchase point-of-care tools	PoC
Resource procurement	RP
Education and literacy training	ET
Quality project contribution	QP
Consumer Partner support	CP
Evidence briefings - alerts; reports	EB
Live literature searches:	LS

SNAAP Accreditation: Library Action Report			(Last accreditation April 2022)	Activity	Count
Quality project contribution	Support nursing quality research projects using PASD tool	Ongoing		QP	1
Quality project contribution	Copyright compliance policy owner	Ongoing		QP	1
Quality project contribution	Maintains depository of Corporate Communication documents (Annual, Quality reports, Strategic Plans etc)	Ongoing		QP	1
Quality project contribution	Maintains hospital research repository (publications & presentations)	Ongoing		QP	1
Quality project contribution	Refurbishment of training rooms	Ongoing		QP	1
Quality project contribution	Contribute to Diversity and Inclusion Plan 2020-2023		Oct-24	QP	1
Quality project contribution	Improved EMR documentation (PASD)	Ongoing		QP	1
Quality project contribution	Reduced medication-related adverse events (PDSA)	Ongoing		QP	1
Quality project contribution	Clinical Guideline support - review	Ongoing		QP	1
Quality project contribution	Be a conduit to help support knowledge coordination among departments - (Plan-Do-Study-Act)	Ongoing		QP	1
Quality project contribution	*ISBAR (Introduction, Situation, Background Assessment, Recommendation)-Communication Tool; provide examples of ED to Ward handover using ISBAR	Ongoing		QP	1
Quality project contribution	ISBAR communication for inter-hospital transfer of patients	Ongoing		QP	1
Quality project contribution	Optimising sepsis care (PDSA)	Ongoing		QP	1

### Evidence request categories



## Evidence request categories



### How do I know if the library is contributing to a NSQHS Standard Action?

Using an audit tool to provide evidence that the library service contributes to hospital accreditation preparation and assessment provides a positive reflection on the day -to-day value of the library service – embedding the idea that engaging with the latest evidence is business as usual within the organisation.

Actions the library team could consider:

- Become conversant with the NSQHS standards
- Become a member of a quality improvement committee
- Become familiar with your hospitals Plan-Do-Study-Act (PSDA) initiatives
- Ask during the reference interview - how the information being provided is to be used
- Participate in assessment processes - if the opportunity is presented
- Showcase library quality achievement, system improvement initiatives in high traffic spaces
- Post your evidence and support so it can be searched via a website
  - [Canberra Health Services Library & Multimedia for ACTHS and CHS NSQHS standards](#)
  - [Redcliffe and Caboolture Hospital Libraries: Accreditation](#)
  - [NT Health Library Services](#)

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