

Allied Health Services Sector Standards Checklist

SNZ HB 8171.1:2005

1. CONSUMER FOCUSED SERVICES	
1.1 Consumer Rights	Criteria
Displaying Disability Code of Rights	1.1.1
Working knowledge of The Code	1.1.2
Policy to guide informed consent	1.1.3
Access to advocacy services	1.1.4
Use of gowns, shorts, covers	1.1.6
Auditory and visual privacy	1.1.6
Training regarding privacy issues	1.1.6
1.2 Maori values and beliefs	Criteria
1.3 Individual values and beliefs	
Policy identifies consultation with Maori and/or other relevant ethnic groups	1.2.1, 1.3.1
Appropriate cultural training	1.2.2, 1.3.2
Appropriate material to inform Maori about services provided	1.2.3
Responsiveness to consumer feedback	1.2.4
ORGANISATIONAL MANAGEMENT	
2.2 Management	Criteria
Business plan provides scope and direction	2.1.2
SMART business goals with evidence of annual review	2.1.3
Organisational chart	2.1.4
Risk management plan in place	2.1.5
Policies and procedures accessible to staff	2.2.5, 2.2.8
Meetings held regularly appropriate to size and scope of service	2.2.6
Minutes include date, topics discussed and actions/outcomes	2.2.6
Information systems readily available, include consumer database, stats and clinical management system	2.2.9
2.3 Human resource management	Criteria
Position descriptions (reporting relationships, responsibilities)	2.2.2, 2.3.1, 2.3.2, 2.3.10 2.3.11
Documented policies and procedures readily accessible	2.2.5, 2.2.8
Business meetings (date, topics discussed, attendance); relevant to size of service	2.2.6
Policies and procedures (reviewed, dated signed off)	2.2.7
Signed agreements/contracts in place for employed staff, contractors, and support services	2.3.2
Written agreement/contracts in place with satellite services	2.3.3
Qualified and registered professionals	2.3.4, 2.3.5, 2.3.10
Orientation checklist with completed copies kept on file	2.3.6
Evidence of regular supervision (peer review) documented and signed	2.3.7
Evidence of ongoing professional development	2.3.8
Evidence of individual development plans	2.3.9
	2.4.8
Evidence of regular performance review	2.3.11

2.4 Quality and risk management	Criteria
Access to professional codes of practice and special interest groups standards of practice	2.4.1
Quality and risk plans show involvement by service providers	2.4.2
Documented evidence of review of key performance indicators	2.4.3
Evidence of public and professional liability insurance	2.4.4
Risk reduction strategies	2.4.5
Accident/incident reporting and follow-up action taken	2.4.6
Complaints/suggestions reporting and follow-up action taken	2.4.6, 2.4.10
Research: includes ethics approval and appropriate evaluation of outcomes	2.4.11
2.5 Advertising and marketing	Criteria
Advertising: complies with NZSP code of ethics	2.5.1
3. PRE-ENTRY TO SERVICES	
3.1 Consumer acceptance process	Criteria
Information available (brochures, advertisements, notices, signage,	3.1.1
Hours of operation posted in visible location	3.1.1
Services fees posted in visible location	3.1.1
Telephone system includes after-hours contact details	3.1.1
Documented process for consumer registration	3.1.2
Guidelines for prioritising clients	3.1.3
Assessment process documented	3.1.4
Adequate resources explaining possible procedures available (brochures, leaflets, etc)	3.1.7
3.2 Declining entry to services	Criteria
Community contact list to refer to when services declined	3.2.2, 4.1.2
Recording reason for declining services (reason, action taken)	3.2.3
4. SERVICE DELIVERY	
4.1 Service provision requirements	Criteria
Adequate handover/briefing as required	4.1.2
Service provided is timely	4.1.3
4.2 Assessment	Criteria
Comprehensive assessment documented with provisional diagnosis	4.2.1
Appropriately equipped environment (including educational materials)	4.2.2
4.3 Planning	Criteria
Refer to chart audit form	
4.4 Interventions	Criteria
Consumers have a means of communication when service providers not in vicinity	4.4.1
Risks and hazards are displayed where applicable	4.4.1
Regular review of outcomes to ensure effectiveness	4.4.1
4.5 Evaluation	
Policies and procedures to define when and how a second opinion is sought	4.5.3
4.6 Exit, discharge and transfer	Criteria
System for recall where continuing care or monitoring is necessary	4.6.3
System for follow-up and/or review of consumers who do not attend appoint.	4.6.4
4.7 Clinical emergency response	Criteria
Plan in place for clinical emergencies (readily available and/or displayed)	4.7.1
Evidence of staff training	4.7.2

First aid kit: available and visibly located, contents up to date and appropriately stocked	4.7.2
Current CPR certification and first aid training to appropriate level	4.7.3
5.1 Consumer information management	Criteria
Consumer information complies with the requirements of the New Zealand health Information Service	5.1.1
Consumer information is held in lockable/secure storage	5.1.2
Access to current or stored information (manual or electronic) is available to designated personnel only	5.1.2
A contract of confidentiality is available and used appropriately	5.1.2
Procedure to ensure information is entered in a timely manner.	5.1.3
Policies to detail processes for entering consumer information	5.1.4
5.2 Health records	Criteria
Policies and procedures identify requirements content of the clinical record	5.2.1
Signature sheet available	5.2.3
Abbreviation list available and known to service providers	5.2.3
Regular audits of health records undertaken with evidence of corrective action where applicable	5.2.4
Regular review of at risk patients not formally discharged from the service	5.2.7
Information secure with password and virus protection	5.2.8
Regular back-up of electronic data maintained and kept off-site	5.2.8
5.3 Medicines, therapeutic goods and medical devices management	Criteria
Policies and procedures guide use of medicines, goods and medical devices	5.3.1
Evidence of the identification, recording & communication of consumer-related allergies	5.3.4

Documented evidence of the consumer being instructed appropriately in the use of any medicines, therapeutic goods and/or medical devices supplied.	5.3.5
5.4 Equipment for use, loan or sale	Criteria
Service personnel orientated to loan procedures	5.4.1
Preferred suppliers of equipment are identified and mechanisms are in place to regularly assess their performance	5.4.3
Labeling of hazardous or potentially hazardous equipment	5.4.4
Policies and procedures to ensure the safe disposal of equipment	5.4.6
5.5 Infection control management	Criteria
Infection control policies and procedures include: the management of linen, blood and body fluid spills, hand hygiene, standard universal precautions, transmission based precautions (e.g. hydrotherapy), cleaning, disinfection, any special procedures (e.g. women's health, acupuncture, etc)	5.5.1
Staff infection control training	5.5.4
Evidence of regular review of infection control monitoring and compliance processes	5.5.5
Facility design to minimize the risk of infection spread, (separate hand washing facilities for kitchen and toilet areas, adequate hand hygiene equipment: liquid soap dispensers, paper towers, and alcohol-based gels)	5.5.6
Process is in place to inform service providers of any possible risk of infection (e.g. hepatitis)	5.5.7
Facility design to minimize spread of infection (separate hand washing facilities, liquid soap, paper towels, ETOH gels)	5.5.6
Policies and procedures to effectively manage any situations where consumers or service providers present an infection hazard.	5.5.8
Notifiable diseases are known, and clearly recorded in consumer records	5.5.9
Food is stored separately from medical and cleaning supplies	5.5.10
5.6 Management of waste and hazardous substances	Criteria
Policies and procedures in place addressing the handling, storage and disposal of waste and hazardous substances (e.g. pool chemicals, cleaning products)	5.6.1
A procedure or emergency plan known to effectively respond to significant waste (sharps, body/blood, chemical)	5.6.4
Service providers involved in the management of waste and hazardous substances receive education and training	5.6.5
Gloves available for service providers	5.6.6
6.1 Safe working practices	Criteria
Health and Safety plan Named Officer Evaluation and review of plan Hazard identification and register Information training and supervision Incident and accident reporting Emergency planning and readiness	6.1.1
Policy to decrease risk when working off site	6.1.1
Policy to decrease risk when working after normal working hours, alone or with opposite sex	6.1.1
6.2 Essential security systems	Criteria

Fire extinguishers are mounted, signed, visible, dry powder, and serviced annually	6.2.1
There is a documented evacuation scheme	6.2.1
Fire exits are signposted and unobstructed	6.2.1
An appropriate 'call system' is available to summon assistance when required	6.2.2
When necessary for security, service providers and visitors are identified	6.2.3
6.3 Environment management	Criteria
Appropriate facilities, space and equipment	6.3.1, 6.3.4
Hand washing facilities within close proximity to toilets and treatment areas	6.3.2
Provision of one identified wheel chair accessible toilet and sink (or stated as a limitation)	6.3.3
Steps, doors, rails clearly visible with signage where necessary	6.3.5
External and internal signage is visible (toilets, exits, hazards)	6.3.6
Signage for responsibility for supervision of children	6.3.6
Sufficient lighting and ventilation	6.3.7
Back up system available for emergency lighting and back-up power	6.3.8
Secure and well lit parking	6.3.9
6.4 Facility specifications	Criteria
Policies to ensure maintenance planning is in place to ensure building is maintained	6.4.1
Where applicable, evidence of a current Building Warrant of Fitness	6.4.2
Records maintained of all plant and equipment with plans to maintain in working order (including calibration of US)	6.4.3
Schedule for maintenance of equipment: appropriate records kept	6.4.4
10mA RCD's in place (where consumers have direct or indirect contact)	6.4.5
A plan in place for clinical equipment review and replacement	6.4.7
Furniture and equipment appropriate to needs of consumers	6.4.8
6.5 Cleaning	Criteria
Policies and procedures in place for regular and incidental cleaning of facility	6.5.1
Policies and procedures identify the responsibility and accountability of cleaner(s)	6.5.1
Adequate implementation of laundering programme to meet infection control standards	6.5.2
Appropriate and safe storage of cleaning agents	6.5.3
Safe and secure storage areas	6.5.4
Chemical labeled and stored safely	6.5.5