

SERVICE STANDARD 17F: ALLIED HEALTH PROFESSIONAL SERVICES - OPTOMETRY SERVICES

PREAMBLE

Optometry Services involve the employment of methods for the measurement of the powers of vision, or the adaptation of ophthalmic lenses or prisms for the aid of the powers of vision, or both (Optical Act 1991).

TOPIC 17F.1

ORGANISATION AND MANAGEMENT

STANDARD 17F.1.1

The Optometry Services shall be organised and administered to provide services to patients requiring eye healthcare and other related services in accordance with accepted standards of practice of the profession. The services shall also promote wellness and increase awareness of eye healthcare. In some instances, these services may be provided from sources external to the Facility, organisation or institute.

CRITERION NO.	CRITERIA FOR COMPLIANCE		SELF RATING	FACILITY COMMENTS	SURVEYOR FINDINGS			
					AREAS FOR IMPROVEMENT / RECOMMENDATIONS	SURVEYOR RATING	RISK	
17F.1.1.1	Vision, Mission and values statements of the Facility are accessible. Goals and objectives that suit the scope of the Optometry Services are clearly documented and measurable that indicates safety, quality and patient centred care. These reflect the roles and aspirations of the service and the needs of the community. These statements are monitored, reviewed and revised as required accordingly and communicated to all staff.		NA			NA		
	EVIDENCE OF COMPLIANCE							
	1.	Vision, Mission and values statements of the Facility are available, endorsed and dated by the Governing Body.						NA
	2.	Goals and objectives of the Optometry Services in line with the Facility statements are available, endorsed and dated.						NA
	3.	Evidence of planned reviews of the above statements.						NA
	4.	These statements are communicated to all staff (orientation programme, minutes of meeting, etc)						NA
	5.	Achievement of goals and objectives are monitored, reviewed and revised accordingly.						NA
17F.1.1.2 CORE	There is an organisation chart which: a) provides a clear representation of the structure, functions, and reporting relationships between the Person In Charge (PIC), Head of Optometry Services, consultants, medical practitioners, and staff of Optometry Services;		NA			NA		

	<p>b) is accessible to all staff and clients; c) includes off-site services if applicable; d) is revised when there is a major change in any of the following: i) organisation; ii) functions; iii) reporting relationships; iv) staffing patterns.</p> <table><tr><th colspan="3">EVIDENCE OF COMPLIANCE</th></tr><tr><td>1.</td><td>Clearly delineated current organisation chart with line of functions and reporting relationships between the Person In Charge (PIC), Head of Optometry Services, consultants, medical practitioners and staff of Optometry Services.</td><td>NA</td></tr><tr><td>2.</td><td>Organisation chart of the service is endorsed, dated and accessible.</td><td>NA</td></tr><tr><td>3.</td><td>The organisation chart is revised when there is a major change in any of the items (d)(i) to (iv).</td><td>NA</td></tr></table>	EVIDENCE OF COMPLIANCE			1.	Clearly delineated current organisation chart with line of functions and reporting relationships between the Person In Charge (PIC), Head of Optometry Services, consultants, medical practitioners and staff of Optometry Services.	NA	2.	Organisation chart of the service is endorsed, dated and accessible.	NA	3.	The organisation chart is revised when there is a major change in any of the items (d)(i) to (iv).	NA										
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3.	The organisation chart is revised when there is a major change in any of the items (d)(i) to (iv).	NA																					
17F.1.1.3	<p>The Governing Body shall ensure that Optometry Services are organised in such a way as to: a) facilitate the provision of optometry services to patients in the Facility in a safe, efficient, effective and caring manner and with due regard for the needs, dignity, and privacy of patients and confidentiality of their personal information; b) assure the continuity of care; c) address the professional needs of optometry staff; d) ensure that relevant staff are involved in the formulation of policies and procedures concerning eye healthcare appropriate to the scope of services of the Facility.</p> <table><tr><th colspan="3">EVIDENCE OF COMPLIANCE</th></tr><tr><td>1.</td><td colspan="2">The optometry services is organised to cover activities but not limited to items (a) to (d) through:</td></tr><tr><td>a)</td><td>work assignment schedule to ensure service provision;</td><td>NA</td></tr><tr><td>b)</td><td>competent staffing level to provide the necessary</td><td>NA</td></tr><tr><td>c)</td><td>record on continuity of care in patient's medical treatment record;</td><td>NA</td></tr><tr><td>d)</td><td>Professional Development Plan.</td><td>NA</td></tr></table>	EVIDENCE OF COMPLIANCE			1.	The optometry services is organised to cover activities but not limited to items (a) to (d) through:		a)	work assignment schedule to ensure service provision;	NA	b)	competent staffing level to provide the necessary	NA	c)	record on continuity of care in patient's medical treatment record;	NA	d)	Professional Development Plan.	NA	NA			NA
EVIDENCE OF COMPLIANCE																							
1.	The optometry services is organised to cover activities but not limited to items (a) to (d) through:																						
a)	work assignment schedule to ensure service provision;	NA																					
b)	competent staffing level to provide the necessary	NA																					
c)	record on continuity of care in patient's medical treatment record;	NA																					
d)	Professional Development Plan.	NA																					
17F.1.1.4	<p>Regular staff meetings are held between the Head of Service and staff with sufficient regularity to discuss issues and matters pertaining to the operations of the Optometry Services. Minutes are kept; decisions and resolutions made during</p>	NA			NA																		

	meetings shall be accessible, communicated to all staff of the service, and implemented.					
	EVIDENCE OF COMPLIANCE					
	1. Minutes are accessible, disseminated and acknowledged by the staff.	NA				
	2. Attendance list of members with adequate representatives of the service.	NA				
	3. Frequency of meetings as scheduled.	NA				
	4. Discussion and resolutions are implemented (Problems not solved to be brought forward in the next meeting until resolved).	NA				
17F.1.1.5	The Head of Optometry Services is involved in the planning, justification, and management of the budget and resource utilization of the services.	NA			NA	
	EVIDENCE OF COMPLIANCE					
	1. Minutes of Facility-wide Management/ Optometry Unit and/OR Ophthalmology Department meeting.	NA				
	2. Documented evidence on request for allocation of budget and resources (staffing, equipment, etc)	NA				
	3. Approved budget and resources.	NA				
17F.1.1.6	The Head of Optometry Services is involved in the appointment and/OR assignment of the staff.	NA			NA	
	EVIDENCE OF COMPLIANCE					
	1. Records on staff interview (if applicable)	NA				
	2. Appointment/assignment letter of Head of Service	NA				
	3. Job description of Head of Service	NA				
	4. Records on staff deployment	NA				
	5. Duty Roster	NA				
17F.1.1.7	Appropriate statistics and records shall be maintained in relation to the provision of Optometry Services and used for managing the services and patient care purposes.	NA			NA	
	EVIDENCE OF COMPLIANCE					
	1. Records are available but not limited to the following:					
	a) workload/census;	NA				

	b)	annual optometry report;	NA					
	c)	accident/incident reports;	NA					
	d)	staffing number and staff profile;	NA					
	e)	staff training records;	NA					
	f)	data on performance improvement activities, including performance indicators.	NA					

TOPIC 17F.2

HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT

STANDARD 17F.2.1

The Optometry Services shall be directed and adequately staffed by qualified and experienced staff to achieve the goals and objectives of the Optometry Services and ensure continuing education and professional development.

CRITERION NO.	CRITERIA FOR COMPLIANCE			SELF RATING	FACILITY COMMENTS	SURVEYOR FINDINGS		
						AREAS FOR IMPROVEMENT / RECOMMENDATIONS	SURVEYOR RATING	RISK
17F.2.1.1 CORE	The Head and staff of the Optometry Services shall be individuals qualified by education, training, experience, and certification to commensurate with the requirements of the various positions.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Records on credentials of Head of Service and staff required to fill up the posts within the service (to match the complexity of the Facility and services) and registration.	NA					
	2.	All optometrists shall have valid Annual Practising Certificate endorsed by Malaysian Optical Council.	NA					
	3.	Appointment/assignment letters	NA					
	4.	Certification	NA					
	5.	Training and competency records	NA					
17F.2.1.2	The authority, responsibilities and accountabilities of the Head of Optometry Services are clearly delineated and documented.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Appointment/assignment letter for Head of Service.	NA					
	2.	Description of duties and responsibilities	NA					
17F.2.1.3 CORE	Sufficient numbers of optometrists with appropriate qualifications are employed to meet the needs of the services.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Number of staff and qualification should commensurate with workload.	NA					

	2.	Staffing pattern	NA					
	3.	Duty roster	NA					
	4.	Census and statistics	NA					
17F.2.1.4	<p>There are written and dated specific job descriptions for all categories of staff that include:</p> <p>a) qualifications, training, experience, and certification required for the position;</p> <p>b) lines of authority;</p> <p>c) accountability, functions, and responsibilities;</p> <p>d) reviewed when required and when there is a major change in any of the following:</p> <p>i) nature and scope of work;</p> <p>ii) duties and responsibilities;</p> <p>iii) general and specific accountabilities;</p> <p>iv) qualifications required;</p> <p>v) staffing patterns;</p> <p>vi) Statutory Regulations.</p> <p>e) administrative and clinical functions.</p>			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Updated specific job description is available for each staff that includes but not limited to as listed in (a) to (e).	NA					
	2.	Job description includes specialisation skills	NA					
	3.	Relevant privileges granted	NA					
	4.	The job description is acknowledged by the staff and signed by the Head of Service and dated.	NA					
17F.2.1.5	<p>Personnel records on training, staff development, leave, and others are maintained for every staff.</p> <p>Note: Staff personal record may be kept in Human Resource Department as per Facility policy.</p>			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Staff personal records include:						
	a)	staff biodata;	NA					
	b)	qualification and experience;	NA					
	c)	evidence of current registration;	NA					
	d)	training record;	NA					

	e)	competency record and privileging;	NA					
	f)	leave record;	NA					
	g)	confidentiality agreement.	NA					
17F.2.1.6	There is a structured orientation programme where new staff are briefed on their services, operational policies, and relevant aspects of the Facility to prepare them for their roles and responsibilities.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Policy requiring all new staff to attend a structured orientation programme.	NA					
	2.	Records on structured orientation programme	NA					
	3.	Orientation Brief	NA					
	4.	List of attendance	NA					
17F.2.1.7	There is evidence of training needs assessment and staff development plan which provides the knowledge and skills required for staff to maintain competency in their current positions and future advancement.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Training needs assessment is carried out and gaps identified.	NA					
	2.	A staff development plan based on training needs assessment is available.	NA					
	3.	Training schedule/calendar is in place.	NA					
	4.	Training module (if applicable)	NA					
17F.2.1.8	There are continuing education activities for staff to pursue professional interests and to prepare for current and future changes in practice.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Continuing education activities and schedule	NA					
	2.	Contents of training programme	NA					
	3.	Training records on continuing education activities are kept and maintained for each staff.	NA					
	4.	Certificate of attendance/degree/post basic training.	NA					
17F.2.1.9	Staff receive evaluation of their performance at the completion of the probationary period and annually thereafter, or as defined by the Facility.			NA			NA	

	EVIDENCE OF COMPLIANCE							
	1.	Performance appraisal for staff is completed upon probationary period and as an annual exercise.	NA					
17F.2.1.10	In a Facility where education programs are conducted, the Facility shall ensure that there are sufficient skilled trained staff to provide clinical supervision of students.			NA			NA	
EVIDENCE OF COMPLIANCE								
1.	Letter of appointment – Local Preceptor/Clinical Instructor.	NA						
2.	Memorandum of Understanding with training institution	NA						
3.	Adequate number of Local Preceptor/Clinical Instructor to student	NA						
4.	Qualification and training records of local preceptor (if applicable)	NA						

TOPIC 17F.3
POLICIES AND PROCEDURES

STANDARD 17F.3.1

There are written and dated policies and procedures for all activities of the Optometry Services. These policies and procedures reflect current standards of optometry services and practice, relevant regulations, statutory requirements, and goals and objectives of the services.

CRITERION NO.	CRITERIA FOR COMPLIANCE			SELF RATING	FACILITY COMMENTS	SURVEYOR FINDINGS		
						AREAS FOR IMPROVEMENT / RECOMMENDATIONS	SURVEYOR RATING	RISK
17F.3.1.1 CORE	There are written policies and procedures for the Optometry Services which are consistent with the overall policies of the Facility, regulatory requirements, and current standard practices. These policies and procedures are signed, authorized, and dated. There is a mechanism for and evidence of a periodic review at least once in every three years.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Documented policies and procedures for the service.	NA					
	2.	Policies and procedures are consistent with regulatory requirements and current standard practices.	NA					
	3.	Evidence of periodic review of policies and procedures.	NA					
	4.	The policies and procedures are endorsed and dated.	NA					
17F.3.1.2	Policies and procedures are developed by a committee in collaboration with staff, medical practitioners, Management, and where required with other external service providers and with reference to relevant sources involved. Cross-departmental collaboration is practiced in developing relevant policies and procedures where applicable.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Minutes of committee meetings on development and revision on policies and procedures.	NA					
	2.	Minutes of meeting with evidence of cross reference with other departments (if applicable)	NA					
	3.	Documented cross departmental policies (if applicable)	NA					
17F.3.1.3	There shall be a policy to address emergency resuscitation in the event of any life threatening situations and the Emergency Resuscitation Team can be alerted immediately, e.g. Code Blue.			NA			NA	

	EVIDENCE OF COMPLIANCE							
	1.	Policy for Code Blue within the service area	NA					
	2.	Flow chart and contact number of Code Blue made available and accessible.	NA					
17F.3.1.4	Current policies and procedures are communicated to all staff.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Training and briefing on the current policies and procedures/Minutes of meetings	NA					
	2.	Circulation list and acknowledgement	NA					
17F.3.1.5 CORE	There is evidence of compliance with policies and procedures and standard of practice which include but not limited to the following: a) usage, dosage, and storage of pharmaceuticals and contact lens solutions are in keeping with the recommendation of the manufacturer; b) appropriate practice of hygiene and infection control; c) provide appropriate instruction to patients on the prescription for spectacles, prism, contact lenses, low vision devices, and visual therapy.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Standard Operating Procedures (SOP) shall cover items (a) to (c).	NA					
	2.	Compliance with policies and procedures through:						
	a)	interview of staff on practices;	NA					
	b)	verify with observation on practices;	NA					
	c)	results of audit on practices;	NA					
	d)	practices in line with established policies and procedures	NA					
17F.3.1.6	All outpatients seeking consultation/treatment to the Optometry Services shall be referred by a medical practitioner/certified optometrist/teachers from school health team screening/AVIS program.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Documented facility policy on referral to allied health services	NA					
	2.	Referral letter/referral form written by medical practitioner/certified optometrist/teachers from school health screening/AVIS program	NA					

	3.	All patients/clients are registered in the manual register book or electronic system	NA					
	4.	Patient's medical record	NA					
17F.3.1.7	Copies of policies and procedures, protocols, guidelines, relevant Acts, Regulations, By-Laws and statutory requirements are accessible to staff.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Copies of policies and procedures, protocols, guidelines, relevant Acts, Regulations, By-Laws and statutory requirements i.e. Optical Act 1991, Optometry Standard Operating Procedures (SOP) are accessible on-site for staff reference.	NA					

TOPIC 17F.4
FACILITIES AND EQUIPMENT

STANDARD 17F.4.1

Safe and adequate facilities and equipment are available for the delivery of effective optometry services and ensuring patient safety.

CRITERION NO.	CRITERIA FOR COMPLIANCE			SELF RATING	FACILITY COMMENTS	SURVEYOR FINDINGS		
						AREAS FOR IMPROVEMENT / RECOMMENDATIONS	SURVEYOR RATING	RISK
17F.4.1.1	There is appropriate access to the facility, adequate facilities, and equipment with proper utilization of space to enable staff to carry out their professional, teaching, and administrative functions.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Adequate and proper utilisation of space.	NA					
	2.	Appropriate type of equipment to match the complexity of services.	NA					
	3.	Adequate facilities and equipment at patient care area for safe care (e.g. access to emergency cart, hand washing facilities, etc).	NA					
	4.	Easy access and clear exit routes	NA					
	5.	Absence of overcrowding	NA					
17F.4.1.2	There is documented evidence that equipment complies with relevant national/international standards and current statutory requirements.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Adequate equipment and supplies for optometry services.	NA					
	2.	Testing, commissioning and calibration records (certificates or stickers)	NA					
	3.	Certification of equipment from certified bodies, e.g. Standards and Industrial Research Institute of Malaysia (SIRIM), etc as evidence of compliance to the relevant	NA					
17F.4.1.3 CORE	There is evidence that the facility has a comprehensive maintenance programme such as predictive maintenance, planned preventive maintenance, and calibration activities, to ensure the facilities and equipment are in good working order.			NA			NA	
	EVIDENCE OF COMPLIANCE							

	1.	Planned Preventive Maintenance records such as schedule, stickers, etc.	NA					
	2.	Planned Replacement Programme where applicable	NA					
	3.	Complaint records	NA					
	4.	Asset inventory	NA					
17F.4.1.4	Where specialised equipment is used, there is evidence that only staff who are trained and authorized by the Facility operate such equipment.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	User training records	NA					
	2.	Competency assessment record	NA					
	3.	List of staff trained and competent to operate specialised equipment	NA					
17F.4.1.5	Examination room shall be set up according to standards to enable precise measurement.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	List of Standard and Alternative Facilities in the Optometry Standard Operating Procedures is to be used as reference in setting up of Optometry examination room.	NA					
17F.4.1.6	Alarm system for emergencies appropriate to client needs shall be made available.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Emergency alert alarm system i.e. mechanical and Code Blue is in place	NA					

TOPIC 17F.5

SAFETY AND PERFORMANCE IMPROVEMENT ACTIVITIES

STANDARD 17F.5.1

The Head of Optometry Services shall ensure the provision of quality performance with staff involvement in the continuous safety and performance improvement activities of the Optometry Services.

CRITERION NO.	CRITERIA FOR COMPLIANCE			SELF RATING	FACILITY COMMENTS	SURVEYOR FINDINGS		
						AREAS FOR IMPROVEMENT / RECOMMENDATIONS	SURVEYOR RATING	RISK
17F.5.1.1	There are planned and systematic safety and performance improvement activities to monitor and evaluate the performance of the Optometry Services. The process includes: a) Planned activities b) Data collection c) Monitoring and evaluation of the performance d) Action plan for improvement e) Implementation of action plan f) Re-evaluation for improvement Innovation is advocated.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Planned performance improvement activities include (a) to (f).	NA					
	2.	Records on performance improvement activities.	NA					
	3.	Minutes of performance improvement meetings.	NA					
	4.	Performance improvement studies.	NA					
	5.	Records on innovation if available.	NA					
17F.5.1.2	The Head of Optometry Services has assigned the responsibilities for planning, monitoring, and managing safety and performance improvement to appropriate individual/personnel within the respective services.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Minutes of meetings	NA					
	2.	Letter of assignment of responsibilities	NA					
	3.	Job description	NA					

17F.5.1.3	<p>The Head of the Optometry Services shall ensure that the staff are trained and complete incident reports which are promptly reported, investigated, discussed by the staff with learning objectives and forwarded to the Person In Charge (PIC) of the Facility. Incidents reported have had Root Cause Analysis done and action taken within the agreed time frame to prevent recurrence.</p> <table><tr><th colspan="3">EVIDENCE OF COMPLIANCE</th></tr><tr><td>1.</td><td colspan="2">System for incident reporting is in place, which include:</td></tr><tr><td>a)</td><td>Training of staff</td><td>NA</td></tr><tr><td>b)</td><td>Policy on incident reporting</td><td>NA</td></tr><tr><td>c)</td><td>Methodology of incident reporting</td><td>NA</td></tr><tr><td>d)</td><td>Register/records of incidents</td><td>NA</td></tr><tr><td>2.</td><td>Completed incident reports</td><td>NA</td></tr><tr><td>3.</td><td>Root Cause Analysis</td><td>NA</td></tr><tr><td>4.</td><td>Corrective and preventive action plans</td><td>NA</td></tr><tr><td>5.</td><td>Remedial measure</td><td>NA</td></tr><tr><td>6.</td><td>Minutes of meetings</td><td>NA</td></tr><tr><td>7.</td><td>Acknowledgment by Head of Service and PIC/Hospital Director</td><td>NA</td></tr><tr><td>8.</td><td>Feedback given to staff regarding incident reporting.</td><td>NA</td></tr></table>	EVIDENCE OF COMPLIANCE			1.	System for incident reporting is in place, which include:		a)	Training of staff	NA	b)	Policy on incident reporting	NA	c)	Methodology of incident reporting	NA	d)	Register/records of incidents	NA	2.	Completed incident reports	NA	3.	Root Cause Analysis	NA	4.	Corrective and preventive action plans	NA	5.	Remedial measure	NA	6.	Minutes of meetings	NA	7.	Acknowledgment by Head of Service and PIC/Hospital Director	NA	8.	Feedback given to staff regarding incident reporting.	NA	NA			NA	
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8.	Feedback given to staff regarding incident reporting.	NA																																											
17F.5.1.4 CORE	<p>There is tracking and trending of specific performance indicators not limited to but at least two (2) of the following:</p> <p>a) Percentage of keratoconus case have complications after RGP contact lens delivery (Target: $\leq 20\%$)</p> <p>b) Optometrist outreach (Target: twice a year achieved 100%)</p> <p>c) Percentage of new patient refractive amblyopia improve visual acuity in 4 months (Target: $\geq 85\%$)</p> <p>d) Percentage new patient that were given an appointment for refraction procedure within ≤ 6 weeks in Optometry Clinic without Ophthalmologist (Target: $\geq 80\%$)</p> <p>e) Percentage new patient that were given an appointment for diabetic retinopathy screening within ≤ 6 weeks in optometry Clinic at Klinik Kesihatan (Target: $\geq 80\%$)</p> <p>f) Waiting time to see optometrist after registration (Target: 80% within 60 minutes)</p> <table><tr><th colspan="3">EVIDENCE OF COMPLIANCE</th></tr><tr><td>1.</td><td>Specific performance indicators monitored.</td><td>NA</td></tr><tr><td>2.</td><td>Records on tracking and trending analysis.</td><td>NA</td></tr></table>	EVIDENCE OF COMPLIANCE			1.	Specific performance indicators monitored.	NA	2.	Records on tracking and trending analysis.	NA	NA			NA																															
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	3.	Remedial measures taken where appropriate.	NA					
17F.5.1.5	Feedback on results of safety and performance improvement activities are regularly communicated to the staff.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Results on safety and performance improvement activities are accessible to staff.	NA					
	2.	Evidence of feedback via communication on results of performance improvement activities through continuing education activities/meetings.	NA					
	3.	Minutes of service/unit meetings	NA					
17F.5.1.6	Appropriate documentation of safety and performance improvement activities is kept and confidentiality of medical practitioners, staff and patients is preserved.			NA			NA	
	EVIDENCE OF COMPLIANCE							
	1.	Documentation on performance improvement activities and performance indicators.	NA					
	2.	Policy statement on anonymity on patients and providers involved in performance improvement activities.	NA					

SERVICE SUMMARY

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OVERALL RATING : NA

OVERALL RISK : -