



Un-complicate your
management systems

Health Services Accreditation

Safety and Quality in Healthcare

Patients and Health Service Stakeholders are becoming increasingly more sophisticated, better informed and more demanding. At the same time, Health Service Providers are faced with ever increasing compliance obligations, for which funding depends. As expectations grow, the only way for Health Service Providers to meet increased demands is to offer a commitment to patient outcomes and quality.

Health Service Providers, whatever their size can give themselves a secure future by introducing a Quality Management System (QMS) such as ISO 9001:2008, incorporating the Core Standards for Safety and Quality in Healthcare (2007).



What Does Accreditation Offer You?

Whether you are looking to operate internationally or to expand locally to accommodate new business or to meet government regulation, certification to a Quality Management System (QMS) will help you demonstrate to stakeholders that you have a commitment to patient outcomes and quality. A QMS certificate saves you from burdensome compliance regimes by standardising around common Quality Standards that discriminating customers can easily understand. A Management System provides a proven, cost effective framework to execute your business strategy and improve your overall performance.

Legislative and Regulatory Landscape

Current legislation governing Private Health Services is determined by the Commonwealth Department of Health and Ageing, and each State has a licensing jurisdiction and authority over all hospitals and area health services. In addition, a range of associated Acts, Statutes, Commonwealth and State regulations and professional standards also apply to a Healthcare Provider, and funders such as Private Health Insurers and the Department of Veterans Affairs.

It may interest you to know that many public hospitals are not accredited to any scheme as there is no real funding imperative or legislation requirement. In the private sector, the commercial viability for each provider is to ensure that every facility is accredited either by the Australian Council on Healthcare Standards (ACHS) or an approved Certification Body for ISO 9001:2008.

If a private sector organization fails to meet the adequate standards when assessed, funding can be lost.

In recent years, a large number of private hospitals and day surgery/hospitals have transitioned from the ACHS Equip to ISO 9001:2008 including the Core Standards for Safety and Quality in Healthcare (2007) due to the advantages this standard can provide.

An initiative of the 'new health reforms' has endorsed the Australian Commission for Safety and Quality in Health Care to develop a new accreditation model and set of mandatory criteria (defined as core measures) for Healthcare Services nationally. The measures include business and clinical governance as well as clinical measures. Currently, five of the core measures have been released and are in the pilot stage for assessment and five more are to be released.

BSI's Benchmark in Health is involved in the pilot programme and has recently incorporated the criteria into the audit/review (site assessment) cycles.

BSI's Benchmark in Health Services

BSI Benchmark in Health is one of the few certification bodies recognized by the Commonwealth Department of Health to provide certification to the Australian Health Sector. BSI is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) against JAS-ANZ procedure 31 to provide health audit services to:

- ✓ ISO 9001:2008 including Core Standards for Health 2007
- ✓ Reproductive Technology Accreditation Committee Certification Scheme (RTAC)

BSI Benchmark in Health has one of the largest specialised teams of healthcare assessors in Australia. All BSI assessors are qualified health professionals with years of practical experience in hospitals, healthcare, aged care, IVF services and day surgeries. Our team have backgrounds at management as well as practitioner level and possess high level quality, audit and clinical governance experience. We pride ourselves in providing you, our clients with the most professional and competent people available. We help by simplifying the certification process by offering:

- ✓ A free Client Self Assessment QMS System Tool
- ✓ Training on ISO 9001 and the Core Standards for Healthcare at a range of levels, delivered either in house or through one of our public courses
- ✓ A Gap analysis audit to review where your system is compliant and where it may need some additional attention to meet compliance
- ✓ Certification/Accreditation to the Healthcare Standards
- ✓ Additional certification to improve your capability and to reduce your Health Standards on-site audit time.

Integrated Business Solutions
It's simple when you know how!
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Be Selective, choose BSI

BSI Group is a global leader, offering innovative standards based solutions in over 140 countries.

BSI work in partnership with a range of clients, from small to medium size enterprises through to leading multi-national corporations. We have expertise across all sectors, including manufacturing, construction, aerospace, health and disability services, information technology, through to government and the not for profit sector. To date we have helped over 65 000 organisations achieve their business objectives, maintain a competitive edge, and add value to their business.

How BSI can help your organisation

As the original authors of International Standards in the business areas of Quality, Environmental, Occupational Health and Safety, Business Continuity and Information Security management Systems, BSI is able to continue to innovate by developing and improving standards based solutions worldwide. BSI:

- ✓ Certify management systems;
- ✓ Inspect, test and certify products;
- ✓ Provides training and information on Standards and international trade; and
- ✓ Provides performance management software solutions.

Our consistent and high quality services are offered across the country and throughout the world.

BSI makes your certification journey uncomplicated. We take pride in providing you with an approach to certification that helps organisations to:

- ✓ **Understand** Standards and certification;
- ✓ **Prepare** for certification;
- ✓ **Achieve** certification;
- ✓ **Maintain** certification; and
- ✓ **Optimise** your investment.

Our Assessors/Client Managers

With a structured and collaborative approach to all certification activities, together with expertise across a full range of industry sectors and management systems and product Standards, you will be certified using; well established methodologies and audit procedures.

BSI employs Assessors/Client Managers with experience spanning many industries, enabling us to find the right match for you. Their in-depth knowledge of your business sector will help you get the best out of your management system. By understanding the overall objectives of your business they will assist you in making continual improvements and find new ways in which your organisation can succeed.

The 5 reasons why BSI is the right choice for you

Because BSI knows Standards like nobody else, we are best placed to meet your individual needs. At BSI, we know you have choice. Here are five reasons why you should chose BSI:

- ✓ **Be Confident. Be BSI Certified.**
Gain the stamp of an internationally recognised authority.
- ✓ **Be Yourself. Be BSI Certified.**
Get individual treatment, relevant to your business.
- ✓ **Be Innovative. Be BSI Certified.**
Stay ahead of the competition with world class and continually evolving services and standards.
- ✓ **Be Pampered. Be BSI Certified.**
Obtain a complete service to make life easy, with no hidden costs.
- ✓ **Be Nurtured. Be BSI Certified.**
Remain continuously updated and informed for free.

Display a globally recognised mark.



In today's market where quality and adherence to rigorous standards is critical, displaying a BSI Certification Mark is an invaluable asset to your business. As a globally recognised super brand the BSI Mark provides international recognition, associating your organisation with excellence and best practice. The BSI Mark provides credibility to your key marketing messages.

BSI's Accreditation

BSI Group is one of the most respected and reputable Certification Bodies in the world, being accredited by over 20 local and international Accreditation Bodies including the **Joint Accreditation System of Australia and New Zealand (JAS-ANZ)**. JAS-ANZ accreditation provides assurance that all BSI issued certificates are credible and impartial.

Achieving your Outcomes

To attain your required outcomes through the introduction of Quality Management (ISO 9001:2008) incorporating the Core Standards for Safety and Quality in Healthcare (2007) start your certification journey today.

Interested in finding out more about RTAC, why not call BSI?

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It's simple when you know how!
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