



## New State Manager Victoria/Tasmania

Janice Hadgraft has been employed as the State Manager based in the Melbourne office and began in her new role last month.

Janice has a considerable amount of experience including experience as the Manager of a number of aged care facilities, in quality management and risk management roles.

Before joining us Janice was the Manager, Residential Services with Aged and Community Care Victoria, a position she has held for the past two years. Her introduction to the health and aged care sectors was as a physiotherapist and in that professional capacity she worked in a number

of hospitals and aged care facilities. She has a wealth of experience in aged care and is familiar with the broad range of issues that form the context for our work.

“The team has quickly welcomed me and I can see this is a company that I can contribute to and enjoy being a part of,” Janice said.



## Meet Chris Schubert

*Chris Schubert is a principal quality assessor in our Adelaide office.*

### How long have you been with us?

I have been here since the Adelaide office opened in August 1998.

### What roles have you had with us?

I started as one of six quality assessors and have been in that position until 2008. I have been a principal quality assessor since mid 2008. It has been an interesting time starting with a new organisation from day one. In my previous job they were celebrating their centenary the year that I left so it would be great to think we will one day celebrate our centenary year.

### What is your background?

My background is in nursing, in the acute care sector as a midwife and then quality improvement coordinator. The quality improvement coordinator role consolidated my interest in quality and gave me valuable experience in accreditation. Then I became an assessor.

### What do you love about your job?

Things I enjoy about my job are helping new assessors settle into their roles, finding better ways of doing things, and seeing homes that have experienced problems successfully overcome them and reach compliance.

I love being able to work part-time as it allows me time to play golf most weeks, not that I get any better for playing!

### Tell us something about yourself.

Most people would not know that I have two secret ambitions. One is to be able to sing, (but can't) so I will settle for learning to play a musical instrument when I retire. The other is to win the grade championship at my current golf club, which I will try for this year.



Chris Schubert (right) receives her 10-year service award from CEO Mark Brandon.

*Here is another accreditation organisation in our series on international accreditation organisations and accreditation systems.*

## About AABB

AABB is an international association of community blood centers, hospital blood banks, immunohematology reference laboratories and, transfusion and cellular therapies services, perioperative services and Relationship Testing Labs. Since its inception in 1947, AABB has been a non-profit organisation, formerly known as the American Association of Blood Banks.

AABB member facilities are responsible for collecting virtually all of the nation's blood supply and transfusing more than 80 percent of all blood and blood components used in the United States.

The strategic mission includes Standards and Accreditation, Education, Technical and Regulatory assistance and Consulting services. AABB supports the highest standards of medical, technical and administrative performance; scientific investigation; and clinical application through standard setting, accreditation, education, advocacy and other activities.

## AABB members and assessors

Nearly 2,000 institutions, including community and hospital blood banks, hospital transfusion services and laboratories, and 9,000 individuals, including physicians, nurses and other health care providers; scientists; administrators; medical technologists; donor recruiters; and public relations practitioners, are members of AABB. AABB's active membership - located in all 50 states and 86 countries - provides direction to the association through its board of directors and more than 30 committees of volunteer professionals.

## AABB Accreditation program

AABB's Accreditation program strives to improve the quality and safety of collecting, processing, testing, distributing and administering blood and cellular therapy products. The Accreditation program assesses the quality and operational systems in place within the facility. The basis for assessment includes compliance with specific AABB Standards, Code of Federal Regulations and federal guidance documents.

AABB accreditation time line is a two year renewal process. Initial assessment takes 18 to 25 months depending on the readiness of the facility. Accreditation renewal takes approximately eight months. This voluntary independent assessment of a facility's operations helps the facility to prepare for other required inspections and serves as a

valuable tool to improve both quality and operations. Accreditation is granted for collection, processing, testing, distribution, and administration of blood and blood components; hematopoietic progenitor cell activities; cord blood activities; perioperative activities; relationship testing activities; immunohematology reference laboratories and SBB schools.

The AABB Accreditation program promotes the standard of care for both patients and donors in all aspects of blood banking, transfusion medicine, relationship testing, hematopoietic, cord blood and other cellular therapies. In June 1995, AABB was granted "deemed status" as an accrediting organization under the Clinical Laboratory Improvement Amendments of 1988 (CLIA). Most recently, both the accreditation program and the Assessor Training Program were accredited by the International Society for Quality in Healthcare (ISQua). The goal of accreditation is to verify compliance with applicable AABB Standards and federal regulatory requirements and to assist in improving the quality of services provided. Verification of compliance is accomplished by peer review assessments performed in a competent and reliable manner. Assessments are performed by five professional assessors and 800 volunteer assessors.

AABB Accreditation program uses system-based assessment that includes staff interviews, sampling records, verifying implementation of processes and procedures, corroborating information and reviewing objective evidence. Nonconformance occurs when a policy/process/procedure required by standards is not defined, documented or implemented. The facility is then required to submit a written plan of corrective action. The **Assessment summary report** reflects the assessment outcome information and documents nonconformances and supportive objective evidence. A Summary session is then held with key facility representatives. At this session the assessment objectives are restated, the facilities accomplishments are acknowledged, requirements are restated and the nonconformance is described. The facility is then able to understand the issues/s being presented.

**Corrective action plans** are required 30 days from the assessment date. Corrective actions plans must include root cause analysis to identify possible system failure and planned scheduled events to resolve failures. The facility's response is reviewed by two technical specialists in the AABB office and both reviewers must deem the response to be acceptable. Educational support is offered and additional information is provided when requested. Upon approval, accreditation documents are sent to the facility. Accreditation is conferred for a two year period.

# About nursing services

Assessors are often asked for clarification of item 3.8 Nursing services in the Quality of Care Principles 1997. While a registered nurse is responsible for the assessment and documentation of care plans it is not essential that a registered nurse personally perform all assessments and write up all documentation.

Persons other than registered nurses, such as personal care assistants, can assist the registered nurse carry out the assessment, planning and management of care for residents. This could include carrying out measurements and making observations, and in general compiling information used for assessing residents' needs under a registered nurse's direction and supervision.

In relation to the list of examples of Nursing services in Item 3.8 (including palliative care; pain management; insertion, care and maintenance of tubes; catheter care; stoma care; wound management, tracheostomy care; oxygen treatment), non-professional staff may carry out these tasks subject to appropriate training and appropriate supervision by a relevant professional, and subject to assessment by a relevant professional that the services can be appropriately carried out by those staff.

## Getting to know...

The Accreditation Division develops policies and procedures, researches activities and manages quality assurance of accreditation operations. The division also manages reconsideration of accreditation decisions and reviews by the Administrative Appeals Tribunal as well as providing support for other activities undertaken by the company.

Rupa Nair, Quality Assurance Officer is reviewing procedures, research and resource material, and analysing feedback questionnaires and other quality assurance data. Kristine Hodyl, Senior Quality Assurance Officer, is involved in a range of quality assurance projects, including the review of assessor resources. Kate Smith, Accreditation Project Officer is assisting with projects to review and improve our processes. Rebecca Jenkin, Administration/rReceptionist, is one of the receptionists for the Parramatta office and undertakes administration duties for the accreditation team.

Ingrid Fairlie, Manager Accreditation Policy and Quality Assurance, plays a key role in managing and overseeing the development, implementation and maintenance of accreditation policies, procedures and the assessor resources as well as providing technical resource reviews for inclusion in education programs, *The Standard* or *Extra!*. Dr Lyn Irwin, Research and Quality Analyst, is our research expert. Her research papers have been published in professional journals and at international conferences such as ISQua and reported in *The Standard*.

Penny Fraser, Aged Care Quality Assessor Registrar, manages all assessor registrations and undertakes processing and analysing assessor quality assurance projects.

Victoria Crawford is the General Manager Accreditation.



*Left to right: Kate Smith, Rupa Nair, Rebecca Jenkin, Kristine Hodyl, Victoria Crawford, Penny Fraser, Lyn Irwin and Ingrid Fairlie.*

# What's in the education pipeline

## Understanding accreditation course - three days

We have recently introduced a new course, Understanding accreditation: a practical toolkit for homes.

This new three-day course aims to help participants better understand the process, audit principles and methodology of accreditation, and to be able to conduct internal assessments against the Accreditation Standards.

The key to the course is activities that have been specifically designed to provide the skills and tools to take back to the workplace and be used immediately.

Chief Executive Officer, Mark Brandon said "It is important that people understand what we do and how we do it. Our experience is that if people understand what we do, then the whole process runs more smoothly."

Feedback from the first course was positive with one person commenting, "demystified accreditation – thank you"

## Better Practice 2010

The Education team is also preparing for this year's Better Practice events to be held in each state, with the first one to be held in Adelaide next month.

This year the Better Practice has a line up of leading speakers with more practical examples, providing more interaction and more technology to give participants more practical examples of how to adopt evidence-based practice for the benefit of residents.

## Education information on our website

Dates and locations of our courses, seminars and conferences are in the education section on our website [www.accreditation.org.au](http://www.accreditation.org.au). We also offer to conduct courses and seminars in-house.



# Update

## Assessors and parental leave

Assessors are responsible for ensuring they maintain their registration and this includes meeting the continuing professional development criteria.

There have been situations of assessors planning their return to work from parental leave realising they have not done any visits and/or undertaken professional development requirements for re-registration.

The requirements for re-registration have been legislated. The Parental leave request form (PAY\_FM\_00164) includes a section specific for assessors to confirm they have discussed and confirmed their re-registration arrangement with their assessment manager.