



Australian Government

Department of Education, Employment and Workplace Relations

HLTHIR601B Develop and implement strategies to enhance client safety

Release: 1

HLTHIR601B Develop and implement strategies to enhance client safety

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to develop and implement communication strategies to enhance the inclusion of clients and carers in planning and delivering health care services and to support honest communication with clients relating to risk and adverse events

Application of the Unit

Application

Application of this unit should be contextualised to reflect specific legal and ethical requirements and issues relevant to the workplace, role and function

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Promote partnerships between client and service provider | <ul style="list-style-type: none">1.1 Develop strategies for staff to include clients and carers in planning and delivering health care services1.2 Identify and support opportunities for staff to involve clients and carers in their care and treatment1.3 Assist and support staff to clarify and respect the <i>rights of clients</i> and carers through all stages of tests, procedures and treatments1.4 Assist and support staff to clarify and respect the choices of clients and carers in planning and delivery of health care services1.5 Identify ways in which clients, carers and the community can contribute to improving health care services1.6 Support staff to ensure clients and carers are encouraged to ask questions and provide feedback about delivery of health care services1.7 Provide staff with strategies and techniques to ensure clients and carers are effectively educated about their condition, treatments and available health care services1.8 Provide staff with appropriate training and resources to support the provision of culturally and linguistically appropriate services1.9 Create environments and structures to support optimal client and community involvement in health service planning and delivery |
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ELEMENT**PERFORMANCE CRITERIA****2. Enhance client understanding of risk**

- 2.1 Ensure clients and carers are provided with quality information relating to risks involved relating to their health, proposed treatments and ongoing service delivery
- 2.2 Ensure clients are supported as required to make informed decisions about proposed treatments and ongoing service delivery
- 2.3 Support the provision of information about the beneficial and harmful effects of care and treatments according to individual circumstances and priorities
- 2.4 Ensure staff understand the importance of obtaining *consent* from both ethical and risk management perspectives

3. Manage communication relating to adverse events

- 3.1 Establish clear processes for managing adverse events and near misses within scope of work role
- 3.2 Develop open disclosure guidelines based on National Open Disclosure Standard
- 3.3 Ensure staff know the open disclosure guidelines and how they apply to their work role
- 3.4 Support staff to apply open disclosure guidelines when clients suffer adverse events and/or near misses
- 3.5 Ensure clients and carers are supplied with information about available support services
- 3.6 Ensure emotional and trauma support services are provided to clients, carers and staff who have been involved in an adverse event or near miss
- 3.7 Disseminate information about learning from adverse events and near misses throughout the organisation
- 3.8 Foster community awareness of the occurrence of adverse events to enhance client involvement in health care services

ELEMENT**4. Evaluate effectiveness of client safety strategies****PERFORMANCE CRITERIA**

- 4.1 Conduct regular organisation self-assessments in relation to cultural and linguistic competence
- 4.2 Evaluate effectiveness of strategies to involve clients and carers in planning and delivery of health care services
- 4.3 Evaluate effectiveness of strategies to prevent, manage and communicate adverse events and near misses
- 4.4 Seek client feedback on an ongoing basis and incorporate into evaluation strategies
- 4.5 Identify opportunities for improvements in practices and processes impacting client safety
- 4.6 Provide feedback and recognition to staff to establish and maintain behaviour and attitudes that support and enhance client safety

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Effective methods for educating clients about their conditions
- How client decisions are influenced by the way risk information is presented
- How clients can be involved in educating health care providers
- How to apply decision support service models to accommodate decisions based on individual preferences or cultural and religious beliefs
- How to engage consumers, clients and carers at every level of health care service delivery and involve them in health improvement activities
- How to evaluate the beneficial and harmful effects of care and treatments
- Key principles underpinning partnerships with consumers, clients and carers
- Models and characteristics of treatment decision-making
- National Open Disclosure Standard
- Relative effectiveness of methods for communicating risk information to clients and carers
- Role and responsibilities of the organisation in open disclosure
- Role of clinical risk management and quality improvement processes in open disclosure

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Actively seek suggestions from clients and carers on improvements to health care
- Develop a variety of methods to foster routine collaboration between health care providers and their clients and carers

REQUIRED SKILLS AND KNOWLEDGE

- Establish clear processes for managing adverse events and near misses in their organisation
- Foster community awareness of the role clients and the community can play in improving health care and making the health care system safe
- Incorporate principles of open disclosure into organisation guidelines
- Integrate risk information into client information materials
- Provide guidance and coaching to clients in decision-making, communicating with others, accessing support and handling pressure
- Provide reports to staff about the importance of engaging clients and carers in health care delivery
- Provide training to staff in the appropriate use of decision aids
- Promote opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including practices to ensure efficient use of resources

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the particular workplace
- Assessment involves access to an appropriate workplace or simulated realistic workplace setting, using relevant organisation policy, guidelines, procedures and protocols

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Client's rights may include:*
- Treatment with reasonable care and skill
 - Right to refuse medical treatment
 - Confidentiality of information
 - Access to information held about them including medical records, registers
 - Right not to be discriminated against
 - Right to make a complaint
 - Right to be involved in decisions regarding treatment and care

RANGE STATEMENT

Legal obligations and requirements may relate to:

- Privacy
- Anti-discrimination
- Consent to medical treatment
- Duty of care
- Release of patient information, including medical and other clinical records
- Coroners Act
- Child protection
- Industrial relations
- Trade practices
- Poisons legislation
- Retention of human tissue
- Equal Employment Opportunity
- Occupational health and safety
- Infection control
- Contractual obligations
- Licensing laws

Consent of client may include:

- Written
- Verbal
- Implied

Available support services may include:

- Emotional support
- Advocacy
- Complaint information

Unit Sector(s)

Not Applicable