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| Quality Assurance Plan |
| First Aid Sector |
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Reference

Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021, Regulation 24

# Introduction

Quality assurance plans allow an organisation to identify, assess, correct, and monitor important aspects of service provision to enhance patient safety and efficiency of service delivery.

# Quality Assurance Plan

The First Aid Services Regulations 2021 require:

* **Advanced First Aid Service** - to provide, maintain and comply with a quality assurance plan in accordance with regulation 24. The quality assurance plan must be accredited by an external accreditation body. The accreditation body must be accredited by either the Joint Accreditation System of Australia and New Zealand or the International Society for Quality in Healthcare.
* **Intermediate First Aid Service** - to provide, maintain and comply with a quality assurance plan in accordance with regulation 24
* **Basic First Aid Service**- no requirement for a quality assurance plan to be developed, however development of a quality assurance plan is encouraged

# Contents of the Quality Assurance Plan

A quality assurance plan must contain detail about the following:

* infection control and management plan
* active clinical monitoring of patients
* management of sentinel events
* management of deteriorating patients
* staff qualifications and training, assessment of qualifications and maintenance of currency of qualifications
* recognition of prior learning and overseas qualifications of staff
* access to clinical advice for staff members
* drug security, including storage, use, disposal and records
* Patient Care Records
* complaints management, including a complaints register and a complaints investigation process
* clinical handover processes
* equipment maintenance and repairs
* manual handling of patients
* equipment cleaning

The contents of a quality assurance plan may be contained in a single document or be made up of multiple policy and procedure documents. If the contents of the quality assurance plan are within multiple documents, there should be an accompanying contents or mapping document.

# Compliance and Audit

* If an external accreditation body audits an advanced licence holder’s quality assurance plan, the first aid service licence holder must supply a copy of the audit report to the Department of Health (the department) within 14 days of receiving the audit report.
* If an externally audited quality assurance plan highlights a high probability of risk, harm, or injury to a patient, the licence holder must notify the department within 24 hours of receiving the report from the accreditation body.
* If the quality assurance plan accreditation is revoked by an external auditor, the licence holder must not operate as a First Aid Service and is required to immediately report the revocation to the department.

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