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| Quality Assurance |
| First Aid Sector |
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References

Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021 Division 2

# Introduction

The quality assurance plan is an integral component of health care services. 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 an:

* **Advanced First Aid Service** - to provide and maintain a quality assurance plan accredited by an external body.
* **Intermediate First Aid Service** - to provide and maintain an organisational quality assurance plan. No requirement for external accreditation.
* **Basic First Aid Service** - an organisational quality assurance plan is encouraged, but not required.

# 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

# Compliance and Audit

* Advanced licence holders must have the quality assurance plan audited by an accredited external body; the licence holder must supply a copy of the audit report to the Department of Health (the department) within 14 days.
* 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 provider and is required to immediately report the revocation to the department.

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