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| Quality Assurance Plan |
| Non emergency patient transport |
| OFFICIAL |

# Introduction

A Quality Assurance plan is an important component of health care provision. 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. The 2021 amendments to the Non-Emergency Patient Transport (NEPT) Regulations 2016 stipulate that a NEPT licence holder must provide and maintain a quality assurance plan accredited by an accreditation body.

## Content of Quality Assurance Plan

All Quality assurance plans must contain detail about the following:

* Infection control
* Active clinical monitoring of patients
* Management of critical incidents
* 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 crew members
* Drug security, including storage, use, disposal and records
* Transportation of personal belongings including mobility devices
* Patient records
* Complaints management
* Clinical handover process
* Vehicle equipment
* Vehicle crewing
* Vehicle and equipment maintenance and repairs to vehicles and equipment
* Vehicle and equipment cleaning
* Complaints register including the process for investigating complaints

## Compliance and audit

* All quality assurance plans must be accredited by a recognised accreditation body
* If the quality assurance plan is audited by an accreditation body, then the licence holder must supply a copy of the audit report for the Department of Health (the department) no later than 14 days after receiving a copy of the report from the accreditation body
* If the quality assurance plan is audited and a notification is generated of a risk of high probability of 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 accreditation of the quality assurance plan is revoked the licence holder must not operate a NEPT service and must immediately report the revocation to the department.

## New NEPT providers

When applying for a NEPT licence, the provider must supply with their application:

* a certificate certifying that the applicant's quality assurance plan has been accredited by an accreditation body; **or**
* a draft quality assurance plan with the required contents and a report (gap analysis) from an accreditation body that sets out the steps that must be taken for the quality assurance plan to be accredited by that body within 3 months after the licence is granted.

# Complaints Management

The quality assurance plan must include detail about the provider’s processes for complaints management. It is a requirement for an NEPT licence holder to establish and maintain a complaints register to keep track of all complaints received about the service. These complaints may be made by any means either orally or in writing.

The complaints register must include the following information about each complaint made:

* The name of the patient
* The patient’s pick-up location and final destination
* The nature of the complaint
* The date of the complaint
* Details of any investigation of the complaint and the outcome of the investigation. When investigating complaints it is important that the investigation is not detrimental to either the complainant or the continued provision of the service
* Details of any action taken as a result of the complaint

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