

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

7. Risk Management

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1. NAME OF HOSPITAL/CLINIC/FACILITY: _____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

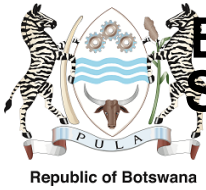
1. mild
2. moderate
3. serious
4. very serious

<p><u>Documents Checked</u></p> <p>Surveyor:</p> <p>Surveyor:</p>
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7. Risk Management



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7.1 Risk Management Programme

7.1.1 Standard

Managers and leaders work collaboratively to develop, implement and maintain effective risk management systems in the organisation.

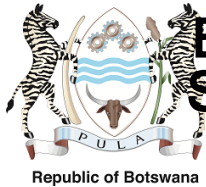
Standard Intent: To plan effectively, the organisation must be aware of all relevant risks. The goal is to prevent accidents and injuries, maintain safe and secure conditions for patients, families, staff, volunteers and visitors, and reduce and control hazards and risks.

Risk management includes:

- Comprehensive inspection of the facility
- Planning all aspects of the risk management programme
- Implementation of the programme
- Education of staff
- Testing and monitoring the programme, and
- Periodic review and revision of the programme.

Monitoring of all aspects of the programme provides valuable data to make improvements in the programme and further reduce risks within the organisation.

	Criterion	Comments
		Recommendations
Criterion 7.1.1.1 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Managers and leaders formulate a comprehensive risk management programme for the organisation.	
Criterion 7.1.1.2 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	One or more qualified and/or skilled and/or experienced individuals supervise the implementation of the risk management programme.	
Criterion 7.1.1.3 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The risk management programme includes documented processes for the identification of all risks (physical, environmental, medico-legal, operational, etc.) relating to organisational processes and systems, staff, patients, visitors and physical facilities.	

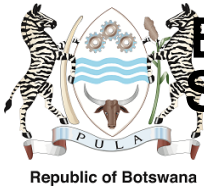


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Criterion 7.1.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The risk management programme includes documented plans and actions to eliminate or reduce the identified risks.	
Criterion 7.1.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The risk management programme includes the on-going monitoring of risks through documented risk assessments.	
Criterion 7.1.1.6 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Analysed data on negative incidents is used to monitor the effectiveness of the risk management programme.	
Criterion 7.1.1.7 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The risk management programme is reviewed and updated whenever there are changes in organisational systems and processes or physical facilities.	
Criterion 7.1.1.8 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Management and leaders ensure the development and implementation of written policies and procedures for all risk management processes and activities.	



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Criterion 7.1.1.9	On-going in-service training of all staff in these policies, procedures and risk management principles is documented.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

7.2 Occupational Health and Safety

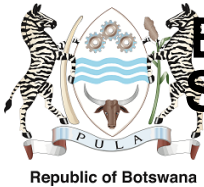
7.2.1 Standard

As part of the risk management programme an occupational health and safety system is implemented in accordance with current legislation.

Standard Intent: Legislation describes the health and safety measures to be implemented by organisations. In Botswana this is covered by the various legislation.

In terms of this Act, committee members and representatives must be appointed or nominated in order to ensure the safety of staff, patients and visitors. Where the staff establishment is less than fifty (50), the requirement for a committee falls away, but the functions must continue. This could possibly be included in the management activities and be included on the agenda of the management team.

	Criterion	Comments
		Recommendations
Criterion 7.2.1.1	A health and safety committee, where applicable, is constituted in terms of current legislation.	
Critical: ..		
Catg: Basic Process + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 7.2.1.2	The responsibilities of committee members and health and safety representatives are documented with signed acceptance.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



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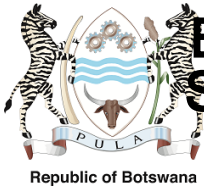
Criterion 7.2.1.3	Health and safety meetings are held at a frequency determined by legislation, and when requested by staff or management.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 7.2.1.4	Written policies and procedures on all aspects of health and safety guide staff in maintaining a safe work environment.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 7.2.1.5	Staff and key volunteers are formally consulted via health and safety representatives on matters relating to health and safety.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

7.2.2 Standard

Management makes provision for occupational health services according to a documented policy framework.

Standard Intent: The provision of health and safety services, emergency planning and other aspects of providing a safe environment all require staff to have the necessary knowledge and skills for their implementation.

	Criterion	Comments
		Recommendations
Criterion 7.2.2.1	The organisation has access to the services of a knowledgeable and experienced person in the field of occupational health.	
Critical: ..		
Catg: Basic Management + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		



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Criterion 7.2.2.2 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation provides it staff with written policies and procedures on its provisioning of occupational health services.	
Criterion 7.2.2.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The occupational health service includes the provision of information and training on risks specific to the healthcare workers (e.g. manual handling, needle stick injuries).	

7.3 Security

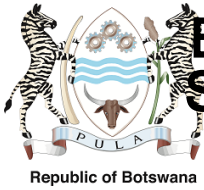
7.3.1 Standard

As part of the risk management programme, the organisation makes provision for the safety and security of staff, volunteers, patients, visitors and buildings.

Standard Intent: The organisation has a responsibility to ensure that staff, volunteers, patients and visitors are safe from attacks or theft by intruders. The health and safety committee identifies areas and groups that are vulnerable and require added security.

Plans are developed and implemented to provide protection. The loss of organisation property must be prevented.

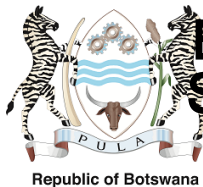
	Criterion	Comments
		Recommendations
Criterion 7.3.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Management ensures the safety of staff, patients, visitors and buildings.	



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Criterion 7.3.1.2 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security systems provide for internal and external security.	
Criterion 7.3.1.3 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Management of the organisation has identified those areas of the buildings where secure locks and intruder alarms should be fitted.	
Criterion 7.3.1.4 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a mechanism known to staff for summoning the assistance of security/police/protection service in the case of an emergency.	



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7.4 Fire Safety

7.4.1 Standard

As part of the risk management programme, the organisation implements structured systems to ensure fire safety.

Standard Intent: Fire is an ever-present risk in a healthcare organisation. An organisation needs to plan for:

- The prevention of fires through the reduction of risks, such as the safe storage and handling of potentially flammable materials
- Safe and unobstructed means of exit in the event of fire
- Clearly depicted fire escape routes
- Inspection reports from the local fire departments, and
- Suppression mechanisms such as water hoses, chemical suppressants or sprinkler systems. These actions when combined give patients, families, staff and visitors adequate time to safely exit the facility in the event of a fire or smoke. These actions are effective no matter what the age, size or construction of the facility.

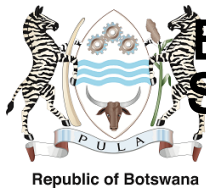
The organisation's fire safety plan identifies the:

- Frequency of inspection, testing and maintenance of fire protection and safety systems, consistent with requirements
- Process for testing, at least twice per year, the plan for the safe evacuation of the facility in the event of a fire or smoke
- Necessary education of staff to effectively protect and evacuate patients when an emergency occurs, and
- Participation of each staff member in at least one emergency preparedness test per year.

All inspections, testing and maintenance are documented.

The organisation develops and implements a policy and plan to eliminate smoking in the organisation's facilities, or to limit smoking to designated non-patient care areas.

	Criterion	Comments
		Recommendations
Criterion 7.4.1.1 Critical: '' Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are structured systems and processes in place to ensure that all occupants of the organisation's facilities are safe from fire or smoke.	
Criterion 7.4.1.2 Critical: <input type="checkbox"/> Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Documented certification (e.g. fire clearance certificate) is available from the relevant authority that the facility complies with applicable laws and regulations in relation to fire safety.	

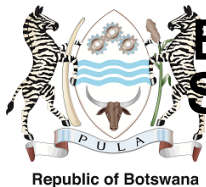


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Criterion 7.4.1.3 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Fire-fighting equipment is available in each ambulance or other patient transport vehicle.	
Criterion 7.4.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Documentation is available that fire detection and abatement systems, as required, are inspected, tested and maintained at a frequency determined by the organisation.	
Criterion 7.4.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Fire fighting equipment is regularly inspected and serviced at least annually with the date of service recorded on the apparatus.	
Criterion 7.4.1.6 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Flammable materials are clearly labelled and stored separately in fireproof cupboards.	
Criterion 7.4.1.7 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Easily recognised and understood signs prohibiting smoking are displayed in areas where flammable materials and combustible gases are stored.	



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Criterion 7.4.1.8	A floor plan is displayed which shows the location of fire fighting equipment, evacuation routes and emergency exits.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 7.4.1.9	Annual staff training in fire prevention and evacuation procedures is documented.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

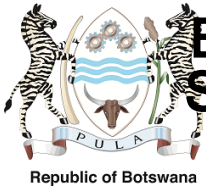
7.5 Emergency Planning and Disaster Response

7.5.1 Standard

The organisation develops a plan to respond to likely community emergencies, epidemics, and natural or other disasters.

Standard Intent: There are two elements to a disaster plan. Firstly, individual facilities must have emergency preparedness. Secondly, the capabilities of these individual facilities must be catalogued and integrated into a coordinated disaster plan, which involves other facilities and organisations within the community. It is this integration and coordination, which is the responsibility of senior management. The disaster plan must address closure of individual facilities.

	Criterion	Comments
		Recommendations
Criterion 7.5.1.1	The organisation plans its response to likely community emergencies, epidemics and natural or other disasters.	
Critical: ..		
Catg: Basic Management + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

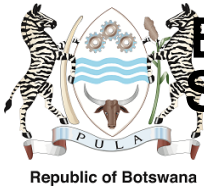


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Criterion 7.5.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation participates in disaster planning at local or national level as appropriate to the scope of the organisation.	
Criterion 7.5.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation communicates with allied services to ensure coordination at different levels.	
Criterion 7.5.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The disaster preparedness plan ensures that disaster response employees are well trained.	
Criterion 7.5.1.5 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The plan provides for the provision of disaster response supplies and equipment.	
Criterion 7.5.1.6 Critical: .. Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Communication equipment is available in emergencies.	



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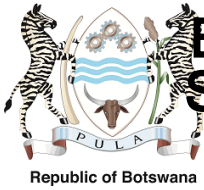
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Criterion 7.5.1.7	The plan is tested at least once a year.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

7.5.2 Standard

The organisation has a plan for continued operation and communication for the dispatch centre in the event of service disruption.

	Criterion	Comments
		Recommendations
Criterion 7.5.2.1	The plan for providing continued communication in the event of a service disruption addresses equipment failures at the dispatch centre or in the vehicle.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 7.5.2.2	The plan addresses power or telephone line (incoming/outbound) failures.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 7.5.2.3	The plan addresses inaccessibility to the dispatch centre.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

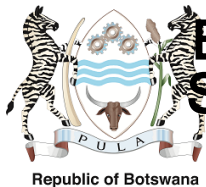


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Criterion 7.5.2.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The plan addresses vehicle failure.	
Criterion 7.5.2.5 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses failure or closure of the facility.	
Criterion 7.5.2.6 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The plan is executed at least annually.	



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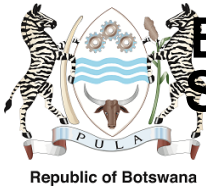
7.6 Exposure to Hazardous Materials

7.6.1 Standard

The organisation has a plan for the inventory, handling, storage and use of stocked hazardous materials and the control and disposal of self-generated hazardous materials and waste.

Standard Intent: Hazardous materials and wastes used and generated by the organisation are identified and safely controlled according to a plan. Such materials and wastes include chemicals, medical gases, vehicle fuel, hazardous gases and vapours, and other regulated medical and infectious wastes.

	Criterion	Comments
		Recommendations
Criterion 7.6.1.1 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Hazardous materials and wastes are identified by the organisation and managed according to a plan.	
Criterion 7.6.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes safe handling, segregation, storage and use.	
Criterion 7.6.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes the proper disposal of hazardous wastes.	

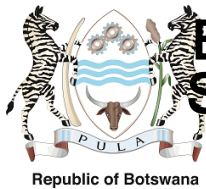


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Criterion 7.6.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes the proper protective equipment and procedures during use, spill or exposure.	
Criterion 7.6.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes the provision of material safety data sheets (MSDS) for those hazardous materials used by the organisation	
Criterion 7.6.1.6 Critical: 0 Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan identifies documentation requirements, including any permits, licences or other regulatory requirements.	
Criterion 7.6.1.7 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan includes labelling of hazardous materials and wastes.	



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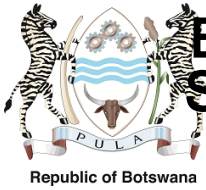
7.6.2 Standard

There is a programme for the early detection and management of events caused by biological and chemical agents.

Standard Intent: The public health system must be able to respond to the deliberate release of biological and chemical agents. A Biological and Chemical Agent (BCA) plan is usually nationally or is regionally based and must address early detection and containment of such events.

Each organisation will assess the relevance of their involvement in a Biological and Chemical Agents plan and will assess this as a risk for exclusion or inclusion. The organisation has liaised with public or governmental entities to understand their expectations in this regard.

	Criterion	Comments
		Recommendations
Criterion 7.6.2.1 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	One or more individuals oversee the infection, biologic and chemical agent control programme.	
Criterion 7.6.2.2 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The individuals are qualified for the scope and complexity of the programme.	
Criterion 7.6.2.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The Biologic and Chemical Agents (BCA) control programme is based on accepted practice guidelines.	

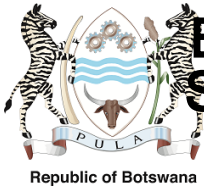


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Criterion 7.6.2.4 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The BCA control programme is based on applicable laws and regulations.	
Criterion 7.6.2.5 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Information management systems support the BCA control programme.	
Criterion 7.6.2.6 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	All staff members receive orientation to the organisation's BCA control procedures and practices.	
Criterion 7.6.2.7 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	All staff members are educated in BCA control when new procedures are implemented.	
Criterion 7.6.2.8 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	All staff members are educated in BCA control when significant trends are noted in surveillance data.	



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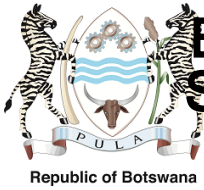
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7.6.3 Standard

The organisation develops and implements a plan for response and mitigation of hazardous materials incidents.

	Criterion	Comments
		Recommendations
Criterion 7.6.3.1 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has a plan for responding to and mitigating hazardous materials incidents.	
Criterion 7.6.3.2 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses protocols for identifying potential and actual hazardous materials incidents.	
Criterion 7.6.3.3 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses defined roles and responsibilities for managing communications, triage, medical response, treatment, transport and hazardous substance(s).	
Criterion 7.6.3.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses protocols for identifying the hazardous substance(s).	



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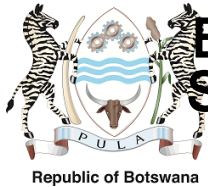
Criterion 7.6.3.5 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses criteria for responding to and containing the incident.	
Criterion 7.6.3.6 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses protocols for identifying, isolating and initiating early treatment of contaminated victims.	
Criterion 7.6.3.7 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The plan addresses roles and responsibilities of other local and regional agencies that are involved in the hazardous materials response in order to ensure coordinated response.	

7.6.4 Standard

The organisation develops and implements a plan that protects rescue staff and minimises their exposure to hazardous materials.

Standard Intent: Personnel responding to service requests may be exposed to hazardous materials, typically following motor vehicle accidents involving carriers. It is the responsibility of the leaders to make sure that staff members are not exposed to personal risk when attending these incidents.

	Criterion	Comments
		Recommendations
Criterion 7.6.4.1 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation identifies personnel tasked with hazardous materials duties.	

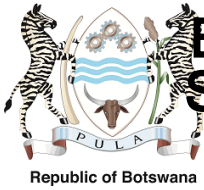


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Criterion 7.6.4.2 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation provides the necessary equipment for the personnel as appropriate for their assigned duties.	
Criterion 7.6.4.3 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation provides the necessary training to personnel as appropriate for their assigned tasks.	
Criterion 7.6.4.4 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Responding personnel have been trained to operate or appropriately use assigned equipment.	
Criterion 7.6.4.5 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation develops guidelines and criteria for monitoring hazardous materials personnel.	
Criterion 7.6.4.6 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation develops protocols for treatment of ill or injured hazardous materials personnel.	

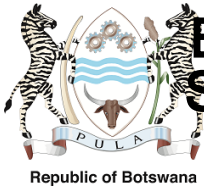


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Criterion 7.6.4.7 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Rescue personnel are monitored during and after a hazardous materials incident.	
Criterion 7.6.4.8 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation keeps records of all exposure of personnel and/or volunteers to hazardous materials.	
Criterion 7.6.4.9 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation keeps records of all exposure of personnel and/or volunteers to hazardous materials.	



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7. Risk Management

7.7 Prevention and Control of Infections

7.7.1 Standard

As part of the risk management programme the organisation designs and implements a coordinated programme to reduce the risk of infections in patients and healthcare workers.

Standard Intent: For an infection prevention and control programme to be effective, it must be comprehensive, encompassing both patient care and employee health. The programme is appropriate to the size and geographic location of the organisation, the services offered by the organisation and the patients seen by the organisation.

One or more individuals, acting on a full-time or part-time basis, direct the programme. Their qualifications depend on the activities they will carry out and may be met through education, training and experience. Coordination involves communication with all parts of the organisation to ensure that the programme is continuous and proactive.

Information is essential to an infection control programme. Information supports the tracking of risks, rates and trends in nosocomial infections, data analysis, interpretation and presentation of findings.

In addition, infection control programme data and information are managed with those of the organisation's quality management and improvement programme.

	Criterion	Comments
		Recommendations
Criterion 7.7.1.1 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	An individual member of staff is identified to be responsible for infection control in the organisation.	
Criterion 7.7.1.2 Critical: 0 Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	All patient, staff and visitor areas of the organisation are included in the documented infection control programme.	

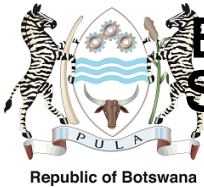


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Criterion 7.7.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Disposal of infectious waste and body fluids is included in the programme.	
Criterion 7.7.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Disposal of other clinical waste including sharps and needles is included in the programme.	
Criterion 7.7.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The handling and disposal of blood and blood components are included in the programme.	
Criterion 7.7.1.6 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Kitchen hygiene as well as food preparation and handling are included in the programme.	
Criterion 7.7.1.7 Critical: .. Catg: Basic Management + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Written policies and procedures guide staff in the implementation of the infection control programme.	



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Criterion 7.7.1.8	Regular in-service training to staff in the field of infection control is documented.	
Critical: ''		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

7.7.2 Standard

The organisation has a written plan for the handling, storage and disposal of waste.

Standard Intent: Regulated medical and infectious waste, are identified by the organisation and are safely controlled according to a plan. All clinical waste is regarded as hazardous or potentially hazardous.

	Criterion	Comments
		Recommendations
Criterion 7.7.2.1	Waste is managed according to a written plan consistent with current local by-laws and regulations.	
Critical: ''		
Catg: Basic Management + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 7.7.2.2	There is a colour-coding system of bags to be used for the segregation of different types of waste.	
Critical: ''		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 7.7.2.3	The plan includes safe handling, storage and disposal of waste.	
Critical: ''		
Catg: Basic Management + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		