



KEY ACTIONS for ambulance health services

The National Safety and Quality Health Service Standards Guide for Ambulance Health Services

Introduction

Ambulance health services are voluntarily choosing to implement [The National Safety and Quality Health Service \(NSQHS\) Standards](#) to improve the quality and safety of health care. In some circumstances, a regulator or funder of an ambulance health service may mandate accreditation to the NSQHS Standards.

The Australian Commission on Safety and Quality in Health Care, in collaboration with the sector have developed guidance to support ambulance health services implement change and ensure compliance with the NSQHS Standards.

The National Safety and Quality Health Service Standards Guide for Ambulance Health Services

The NSQHS Standards Guide for Ambulance Health Services (the Guide) was developed with a broad range of industry experts to interpret the NSQHS Standards for ambulance health services implementing the Standards.

The Guide provides examples of strategies and evidence to support ambulance health services understanding of the intent and requirements of the NSQHS Standards.

Ambulance health services may use strategies described in the guide or develop their own strategies relevant to their service context. These will be evaluated during an accreditation assessment.

Not all actions in the NSQHS Standard apply to every ambulance health service. For information on actions that may be considered not applicable, and therefore not assessed, see [Advisory AS23/02: Advice on not applicable actions for Ambulance Health Services](#)

Accreditation

Accreditation assessments generally occur once every three years and are conducted by independent accrediting agencies, approved by the Commission.

The rules and requirements of the AHSSQA Scheme are set out in a series of [advisories and fact sheets](#) available on the Commission's website.

There are four major steps when preparing for an assessment which include:

- Getting to know the NSQHS Standards
- Allocating resources and coordinating implementation
- Selecting an accrediting agency
- Conducting a self-assessment and gathering evidence.

Information on [preparing for an assessment](#) is available on the Commission website.

Assessment process

Assessors use a standardised structured assessment method known as PICMoRS to ensure that all components of safety and quality systems are comprehensively evaluated, and that assessments are based on evidence of actual performance from observations, interviews and records. Information on [PICMoRS](#) is available on the Commission's website.

Questions?

For more information, please visit:
<https://www.safetyandquality.gov.au/standards/nsqhs-standards>
email: AdviceCentre@safetyandquality.gov.au
or call 1800 304 056.