

UNDERSTANDING THE EXPECTATIONS OF DOMAIN #17

Clinical Services

Guiding Principles:

Clinical services are provided in a manner which respects the rights and dignity of the people using services. Due to the nature of clinical services, it is of paramount importance to ensure that services are provided in accordance with best-practices and meet rigorous standards for safety and review.

Explanation:

While clinical services covers a diversity of professions there remains common requirements for the provision of high quality services. Respecting rights, ensuring continuity of care, rigorous review, ensuring needs are met and verifying understanding by people using services are all essential parts of the provision of quality clinical services to people using services.

DOMAIN #17 STANDARDS

17.2 The organization has policies and procedures in place regarding required documentation of clinical cases.

- ⇒ Attach the organization's policies and procedures for required documentation for clinical cases.
- ⇒ How does the organization demonstrate that these policies and procedures are adhered to?

17.5 The organization has policies and procedures in place pertaining to respecting and safeguarding the privacy and confidentiality of people using clinical services.

- ⇒ Attach the policies and procedures for respecting and safeguarding the privacy and confidentiality of people using clinical services.
- ⇒ What steps does the organization take to support respect for the privacy and confidentiality of the people using clinical services?
- ⇒ In what ways do the policies and procedures comply with privacy legislation?
- ⇒ What is the organization's process when disclosing, to a third party, personal information about a person using clinical services?
- ⇒ What steps are taken to ensure that the personal information of people using clinical services is stored in a manner which protects it from theft, loss or access by unauthorized persons?

17.13 The organization obtains informed consent, for all clinical service(s) provided, from people using clinical services or their substitute decision maker (where appropriate).

- ⇒ How does the organization demonstrate that it has obtained informed consent from each person using clinical services or their substitute decision maker (where appropriate)?

17.14 Best practice is followed when obtaining informed consent:

***Informed consent is obtained in compliance with relevant legislation**

*** Informed consent is time limited**

***Informed consent is obtained from each person using clinical services for each different type of clinical service**

- ⇒ How does the organization demonstrate that the process in obtaining informed consent from people using clinical services or their substitute decision maker (where appropriate) is adhered to?
- ⇒ What steps does the organization take to support the person in understanding what they are consenting to?
- ⇒ Has the organization faced challenges with regard to obtaining informed consent, and if so, how were they addressed?
- ⇒ List the legal requirements for obtaining informed consent that the organization is required to meet.
- ⇒ What process does the organization follow when obtaining informed consent from people using clinical services or their substitute decision maker (where appropriate)?
- ⇒ How does the organization demonstrate that the process in obtaining informed consent from people using clinical services or their substitute decision maker (where appropriate) is adhered to?
- ⇒ What steps does the organization take to support the person in understanding what they are consenting to?
- ⇒ Has the organization faced challenges with regard to obtaining informed consent, and if so, how were they addressed?
- ⇒ List the legal requirements for obtaining informed consent that the organization is required to meet.
- ⇒ How does the organization demonstrate that it is meeting these requirements?

17.15 The organization informs people using clinical services of their rights specific to clinical services. For example (but not limited to):

- *Informed consent
- *Confidentiality
- *Refusing or withdrawing consent

- ⇒ What rights do people using services have within the context of clinical services?
- ⇒ What process does the organization follow in informing people using clinical services of their rights specific to clinical services?
- ⇒ What steps does the organization take to support people using clinical services in understanding their rights?

17.22 The organization has policies and procedures in place which address the appropriate use of restrictive clinical support measures. Some examples include policies around:

- *What constitutes restrictive measures
- *When restrictive measures can be appropriately used
- *Opportunities for debriefing for staff and people using services following a restrictive clinical intervention
- *Regular review of restrictive clinical support measures
- *Requirements for staff training in restrictive clinical support measures
- *Required documentation of incidents using restrictive clinical support measures

- ⇒ Attach a copy of the policies and procedures for the appropriate use of restrictive clinical support measures.
- ⇒ How does the organization demonstrate that they adhere to the policies and procedures on the appropriate use of restrictive clinical support measures?
- ⇒ Describe the situations in which the organization uses restrictive clinical support measures? How is this documented?
- ⇒ How often does the organization review the restrictive clinical support measures it employs?
- ⇒ What steps does the organization take to:
 - *Ascertain that there is a continued need for the restrictive clinical support measures
 - *Examine the effectiveness of restrictive clinical support measures
 - *Balance the risks and benefits of continued use of restrictive clinical support measures?
- ⇒ Are staff and people using clinical services regularly debriefed after participating in or witnessing a restrictive clinical support measure? How is this documented?
- ⇒ Provide examples of where lessons learned in the area of restrictive clinical support measures have created changes aimed at improvement in this area.

17.23 Where restrictive measures are being considered as part of a clinical plan, consent is obtained from either the person using clinical services or their substitute decision maker (where appropriate).

- ⇒ How does the organization demonstrate that informed consent has been obtained from people using clinical services or their substitute decision maker (where appropriate) where restrictive clinical support measures are proposed as part of a clinical treatment or case plan?
- ⇒ What is the process for obtaining informed consent from people using clinical services where restrictive clinical support measures are proposed as part of a clinical treatment or case plan?
- ⇒ What steps does the organization take to document this process?

- ⇒ What steps does the organization take to support people using clinical services in understanding what they are consenting to in this process?
- ⇒ What, if any, challenges have been faced in this regard, and how were they addressed?

17.24 Where restrictive measures are part of a clinical service provided, people using clinical services or their substitute decision maker (where appropriate) are provided with documentation of the plan.

- ⇒ What are the organization's requirements and process for documentation of a restrictive clinical support measures plan?
- ⇒ How does the organization demonstrate that where restrictive clinical support measures are part of a clinical service provided, the organization has provided a documented plan for the use of restrictive clinical support measures to the person using clinical services or their substitute decision maker (where appropriate)?

17.26 Where the organization is involved in or permits research that involves people using clinical services, policies and procedures pertaining to research are in place and are followed. Policies address:

- *Privacy
- *Informed and voluntary consent
- *Right of refusal to participate in research (including emphasis on the fact that receipt of clinical services is not contingent upon participation in research)
- *Right to withdraw consent
- *Ethical conduct of researchers

- ⇒ Were there any research projects conducted or participated in by the organization in the past three years in which people using clinical services from the organization participated?
- ⇒ If so, list the people using services and the nature and results of the research. Were there any publications which resulted from the research. (or any pending)? Provide a copy where available.
- ⇒ Were 'identifiers' of people using clinical services involved in this research removed in the publication?
- ⇒ How can the organization demonstrate that privacy was maintained, and consent/refusal was obtained and understood in the course of research? Please list the ways:
- ⇒ What ethical considerations have been made with respect to conducting research with people using clinical services?
- ⇒ Were there any research projects conducted or participated in by the organization in the past three years in which people using clinical services from the organization participated?
- ⇒ If so, describe the research and explain where documentation of the research can be found.
- ⇒ How does the organization demonstrate to others the policies and procedures pertaining to research in clinical services were adhered to?
- ⇒ Were there any publications which resulted from the research conducted by the organization (or any pending)? Please provide a copy.
- ⇒ Were 'identifiers' of people using clinical services involved in this research removed in the publication?
- ⇒ Was ethical approval obtained for the research project in which the organization (and people using clinical services) participated from a research ethics committee? Provide documentation of this approval.

Quality Improvement Reflection ~ Please help!

We are committed to learning and continually seeking ways to improve our services. With the above standards in mind, reflect on the progress the organization has made in the area of 'Clinical Services' over the past three years. **Your feedback in this area would be greatly appreciated.** If you can take a moment to identify successes experienced and innovations, note where there is room for improvement and the steps the organization can take to make and sustain improvements in these areas; then forward this information to Michelle.