

Standard 16: Risk Management and Quality Improvement

Description

The optician engages in quality improvement and risk management activities to ensure the safety and well-being of clients.

Expected Outcome

The client can expect that quality improvement activities will be an integral component of their optician's practice and that all efforts will be taken to minimize risk and ensure quality care.

Criteria

- 16.1 Collect feedback from clients and colleagues and engage in self-reflection to identify areas for quality improvement.
- 16.2 Incorporate policies and procedures related to quality improvement and risk management into practice, and ensure that relevant regulated health care professionals, students, and unregulated staff are informed about these procedures.
- 16.3 Incorporate ongoing risk assessments and mitigation and management strategies into practice.
- 16.4 Participate in emergency preparedness and response training as applicable to the practice setting (e.g., fire drills, CPR).
- 16.5 Document client complaints and adverse events, and disclose details to the client promptly and transparently, in accordance with best practice guidelines and employer policies and procedures.
- 16.6 Assess client complaints, adverse events, and service gaps, and take immediate action to facilitate safe, client-centred care and continuous quality improvement.

Related Standards of Practice

- Standard 1: Client-Centred Practice
- Standard 2: Evidence-Informed Practice
- Standard 3: Collaborative Care
- Standard 5: Competence
- Standard 6: Professionalism
- Standard 7: Safety and Infection Control
- Standard 14: Record Keeping and Billing
- Standard 15: Communication and Marketing