



Victorian Healthcare Association

# Clinical Governance in Community Health

## Project Update

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Project Manager

# Clinical Risk Management



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## Joint VMIA/VHA Project to implement Clinical Risk Management Framework

- Pilot with Eastern Metro region and rural integrated service
- Sector roll out late this year



# Credentialling and Scope of Practice

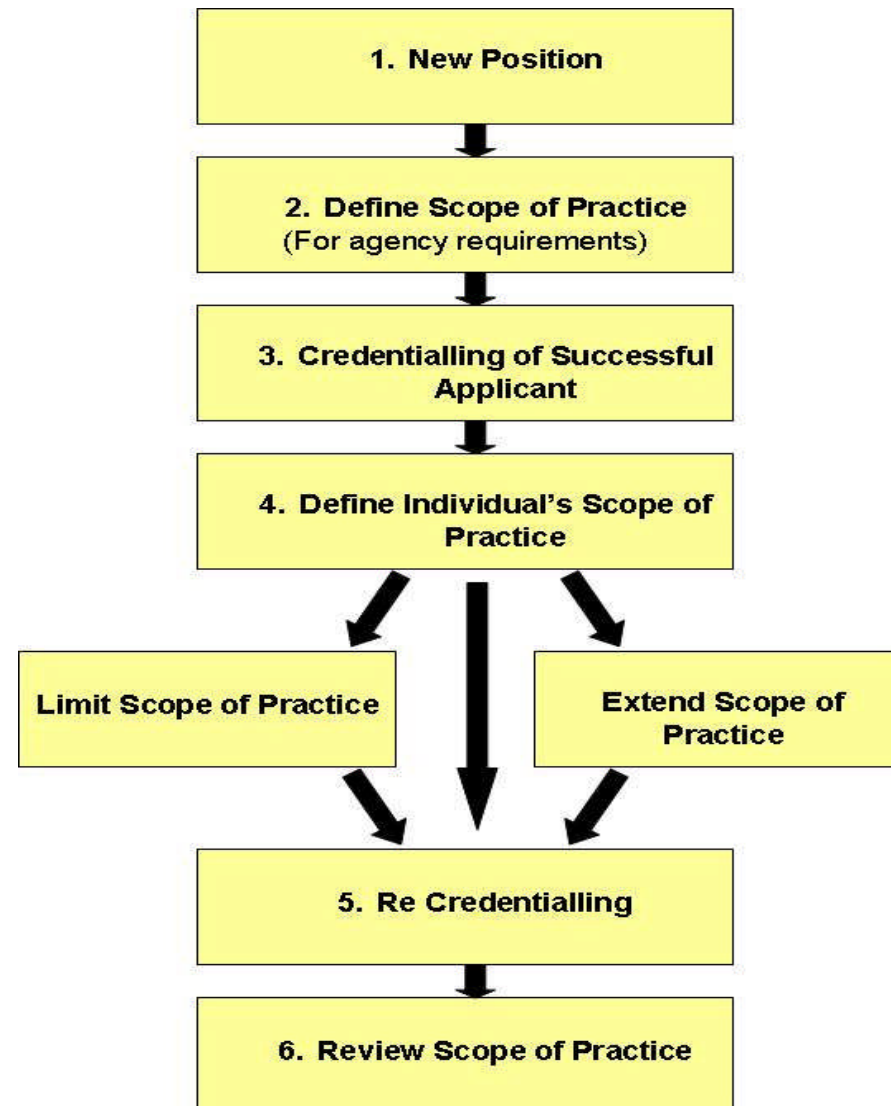


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- Background Paper
- How to Guide
- Checklist



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# Credentialling and Scope of Practice



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## Submissions

- Supervision
- Clinical Leadership
- Scope of Practice

# Consumer Participation



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Informed Consent

Quality of Care Reports

Complaints Mechanisms

- Model Forms



# Complaints Management



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## Complaints Mechanisms

- Model Forms
- Policy and Procedure
- Guidelines
- Complaints Classification

# Categories for Complaints



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- Access
- Administration
- Communication
- Cost
- Rights
- Treatment
- Atmosphere

(Health Complaints Information Program – HCIP)

## Work Plan 07/08



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- Joint Project VMIA/VHA to implement Clinical Risk Management Framework
- Supervision, Clinical Leadership and Scope of Practice
- Consumer Participation in Quality and Safety
- Clinical Indicators
- Training in Clinical Governance
- Clinical Documentation
- Accreditation

## Other Collaborative Work



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- DHS Incident Information Project
- Victorian Quality Council - Staff Quality and Safety Orientation
- DHS Participation Advisory Committee

# Sector Participation



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## Steering Group

## Working Groups

- Clinical Indicators
- Supervision and Clinical Leadership
- ? Informed Consent
- ? Clinical Documentation
- ? Complaints



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