



Victorian Healthcare Association

Community and Client Engagement in Quality and Safety

Quality of Care Reports 2006/7

Alison Brown

VHA Clinical Governance Project Manager

Clinical Governance



Victorian Healthcare Association

The systems by which the governing body, managers and clinicians share responsibility and are held accountable for patient or client care, minimising risks to consumers, and for continuously monitoring and improving the quality of clinical care

ACHS

Clinical Governance



Victorian Healthcare Association

The systems by which the **governing body, managers and clinicians share responsibility and are held accountable** for patient or client care, minimising risks to consumers, and for continuously monitoring and improving the quality of clinical care

ACHS

Clinical Governance



Victorian Healthcare Association

Involves:

- Government
- Boards
- CEO and management
- Staff and teams
- Consumers and community

Consumer Participation in Quality



Victorian Healthcare Association

Dimensions of Quality

- Safety
- Effectiveness
- Appropriateness
- Acceptable
- Accessible
- Efficient

Quality of Care Reports



Victorian Healthcare Association



Quality of care reports – guidelines
and minimum reporting requirements
for 2006-07



A Victorian
Government
initiative



Victorian Healthcare Association

Quality of Care Reporting Guidelines



Victorian Healthcare Association

1. Development and Presentation
2. Distribution

Content - Minimum Reporting Requirements

3. Consumer, Carer and Community Participation
4. Quality and Safety
5. Continuity of Care

Award feedback



Victorian Healthcare Association

2008 VICTORIAN PUBLIC HEALTHCARE AWARDS

- feedback from 5 of the 6 services

Assessment Criteria

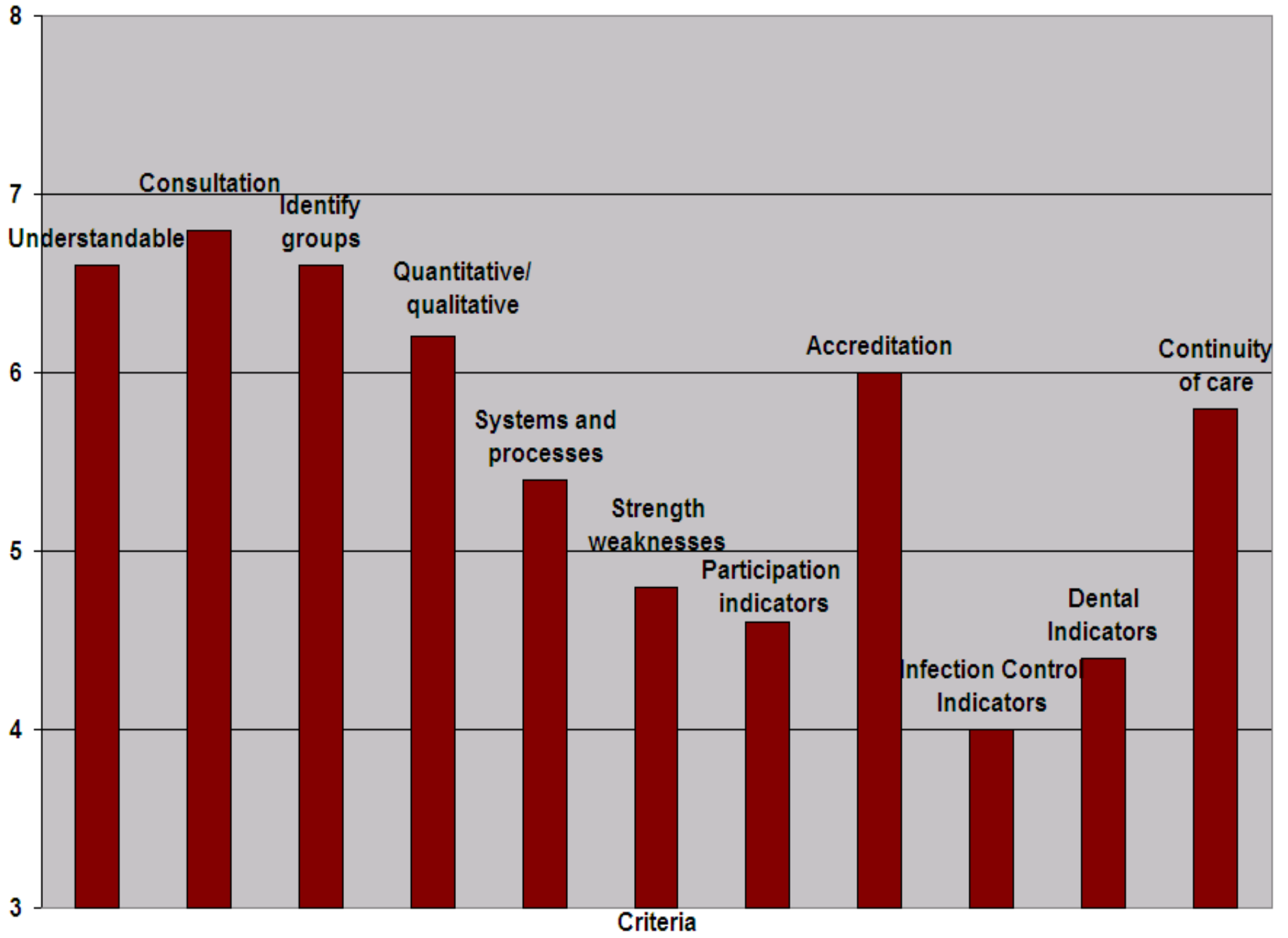


Victorian Healthcare Association

11 criteria rated 1-10

- 10 – demonstrate innovation and leadership
- 5 average – covers criteria with little extra
- 4 or less fails to meet criteria

Average score 61.6/110
(range 51-82)



Understandable to lay audience

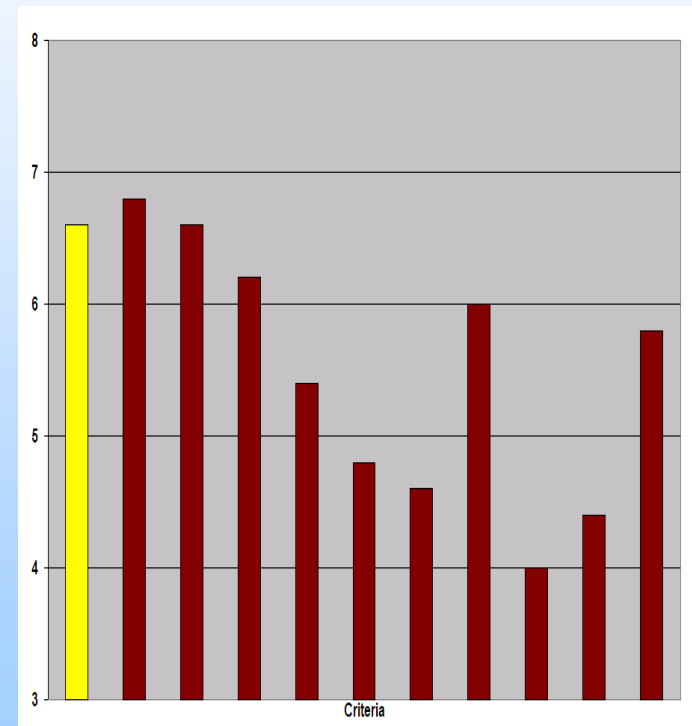


Victorian Healthcare Association

Average 6.6 (range 6-8)

Comments:

- More explanation of medical/technical terms
- Contents page



Demonstrates Consultation

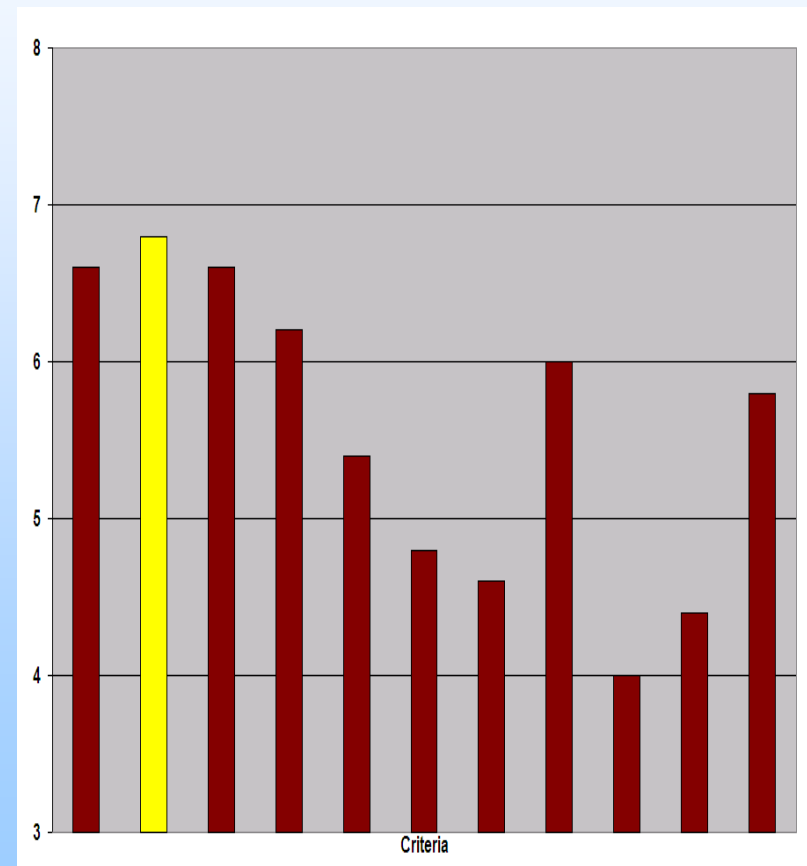


Victorian Healthcare Association

Average 6.8 (range 5-8)

Comments:

- Description of report development and distribution
- Who and how they were involved



Identifies Groups for Service Development

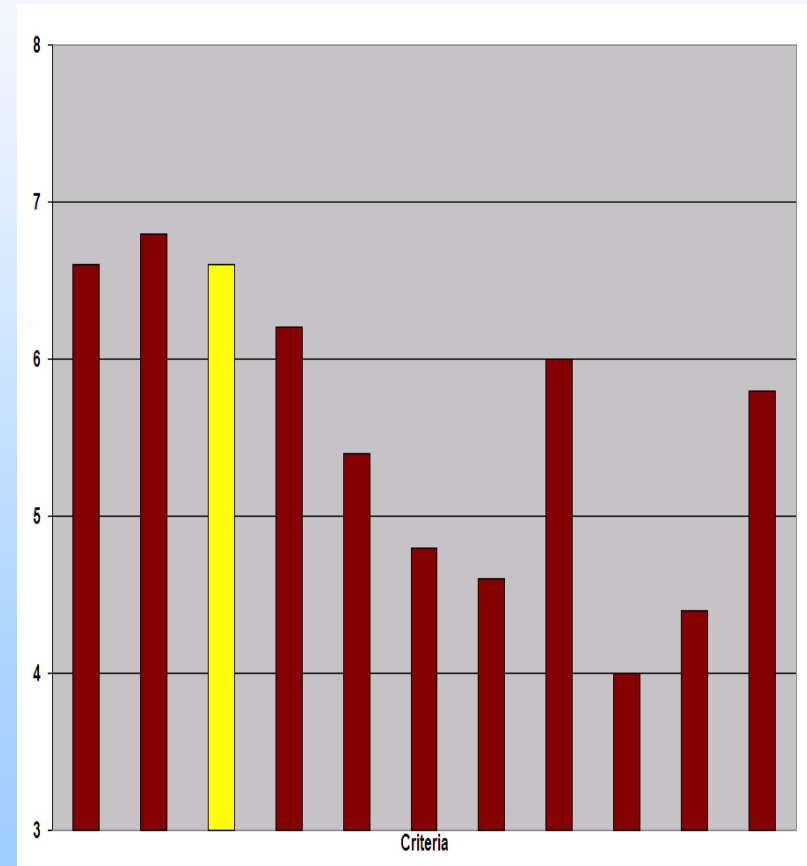


Victorian Healthcare Association

Average 6.6 (range 5-8)

Comments

- Community demographics
- User demographics
- At risk



Quantitative and Qualitative Information

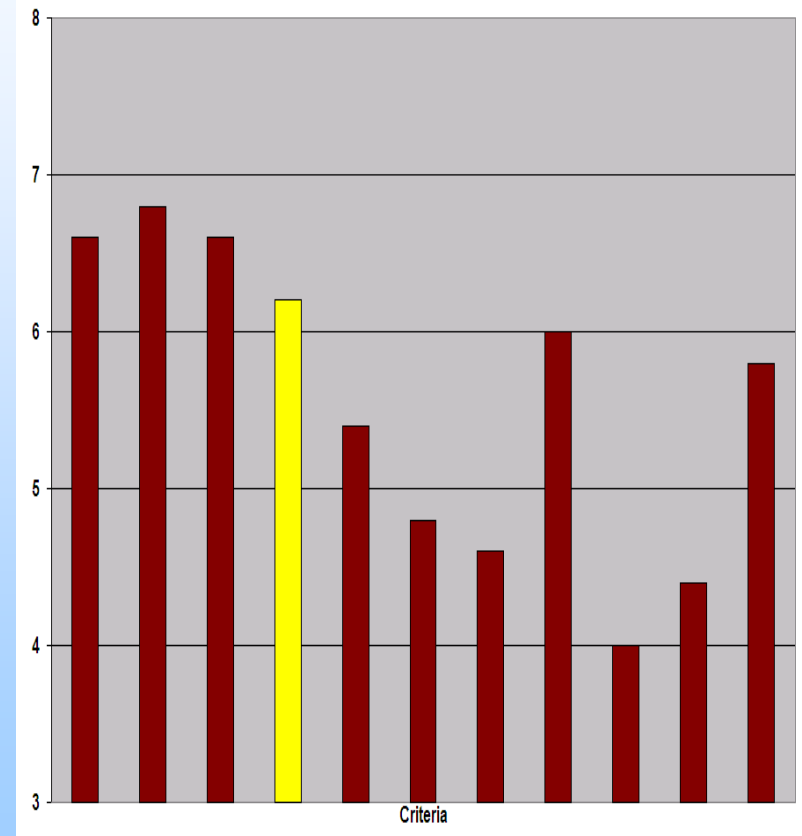


Victorian Healthcare Association

Average 6.2 (range 4-8)

Comments:

- pictures useful
- limited data
- need clear quantitative data



Improvements

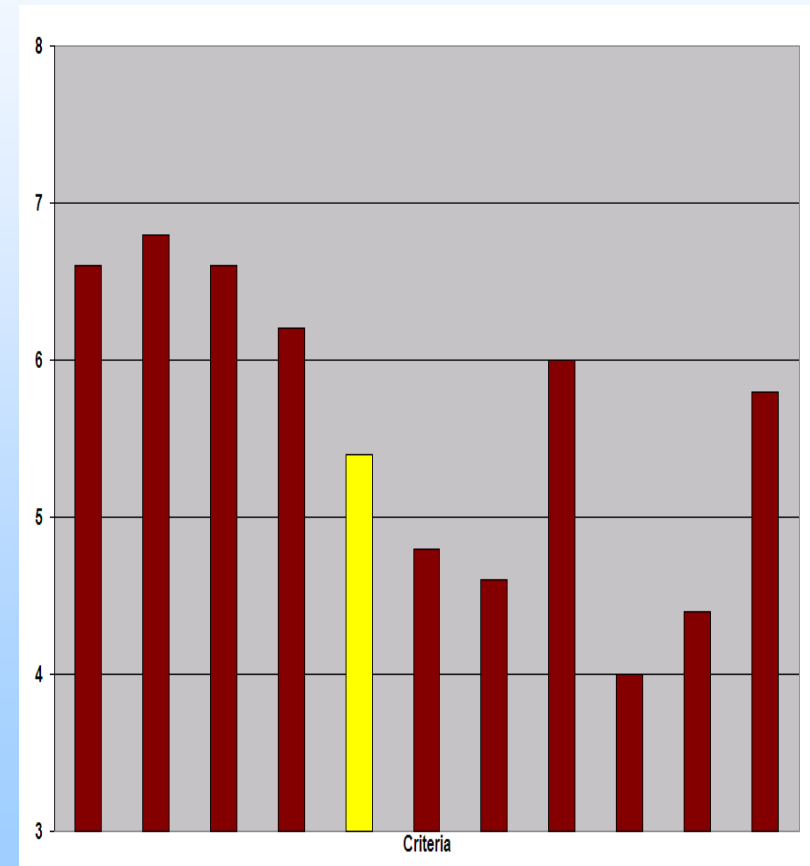


Victorian Healthcare Association

Average 5.4 (range 4-7)

Comments:

- more risk information



Strengths and Weaknesses

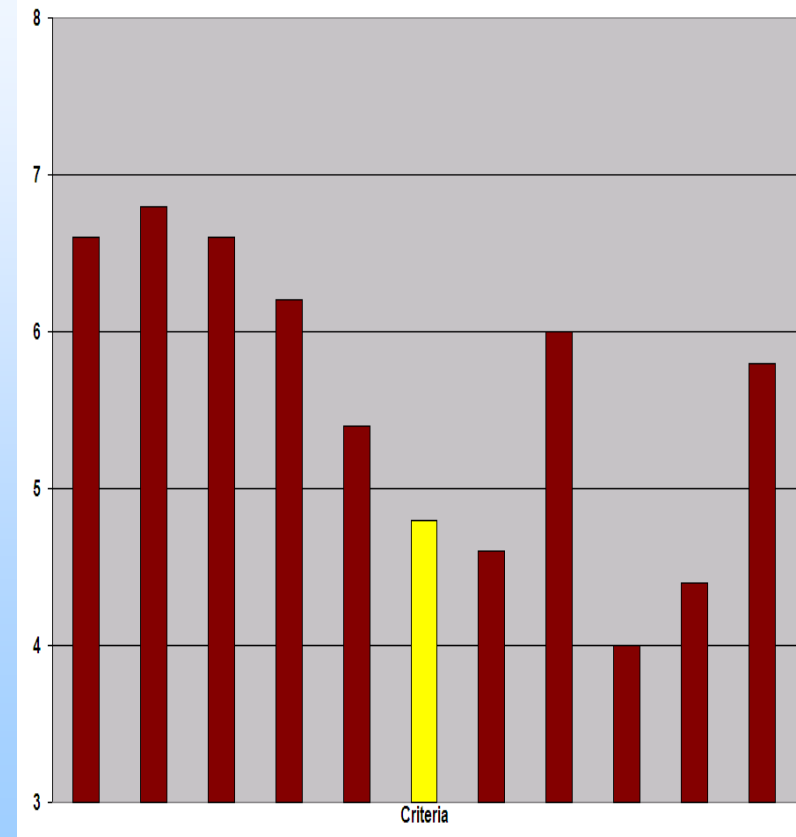


Victorian Healthcare Association

Average 4.8 (range 3-8)

Comments:

- More detail (quantitative) about specific areas for improvement
- “painting a good picture”



Participation

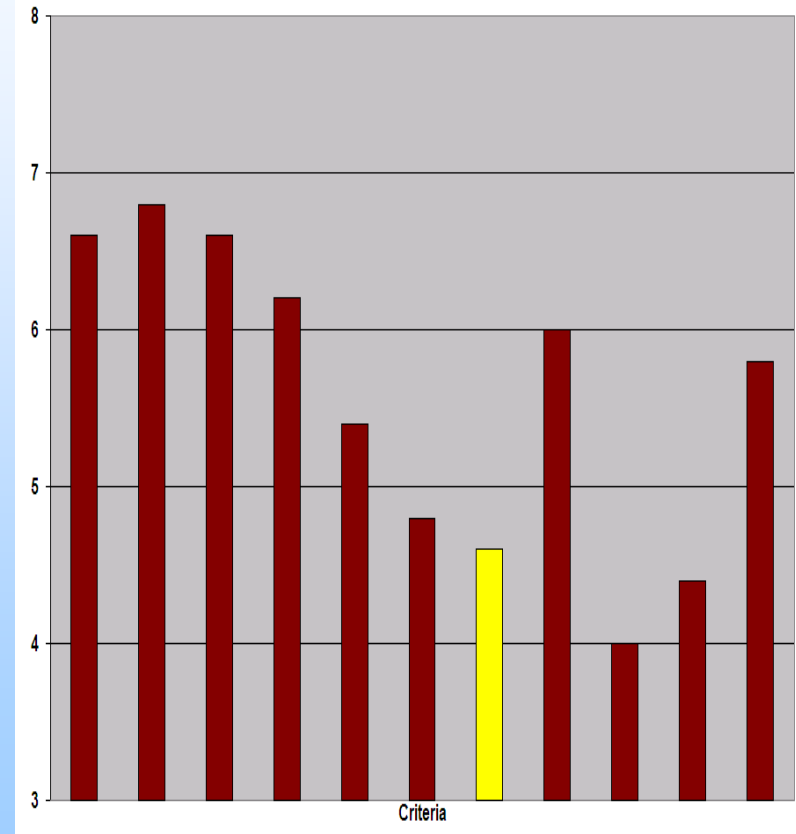


Victorian Health Association

Average 4.6 (range 4-6)

Comments:

- Need to relate consumers participation to quality and safety specifically



Accreditation Outcomes

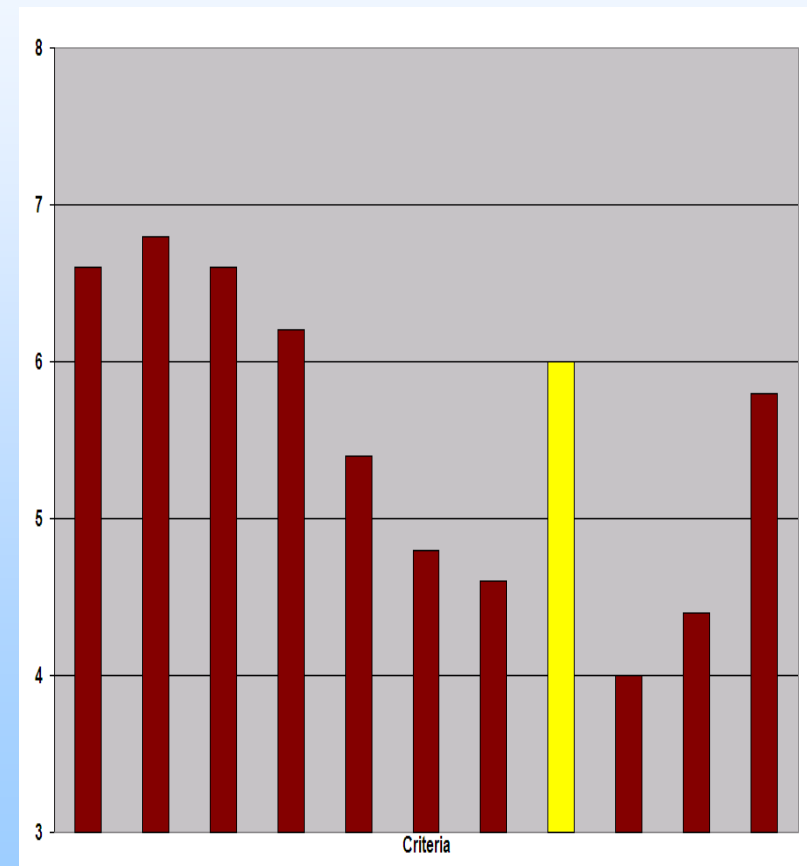


Victorian Healthcare Association

Average 6 (range 5-7)

Comments:

- Need to cover areas in guidelines
 - Clinical governance
 - Credentialling
 - Risk management
 - complaints



Indicator- Infection Control and Cleaning

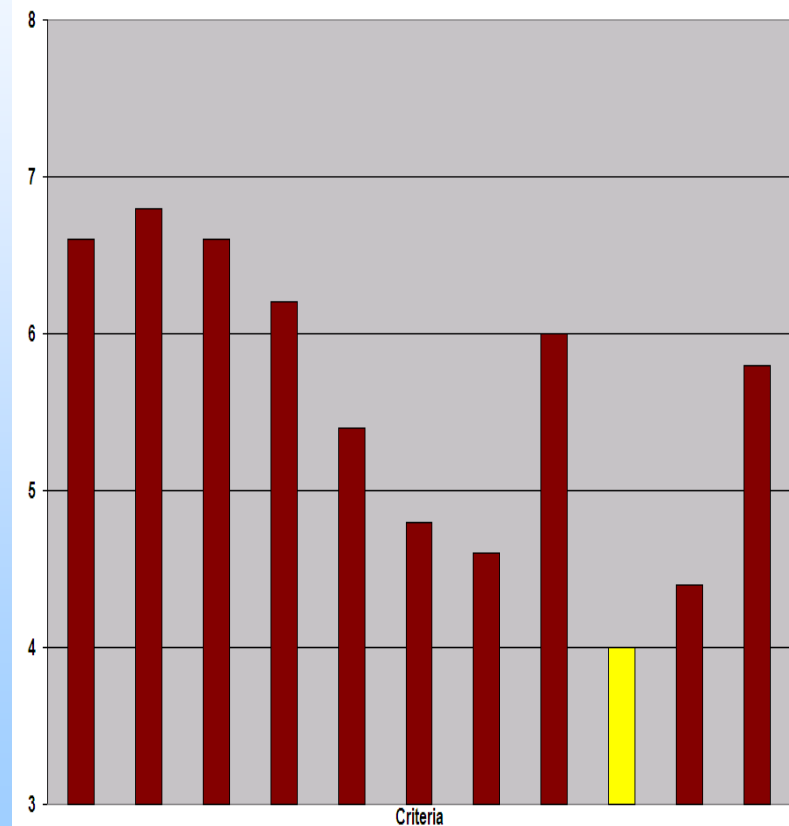


Victorian Healthcare Association

Average 4 (range 1-7)

Comments:

- Whole of service approach as well as program area
- Need prevention, management, reporting and monitoring, priority areas



Indicators - dental

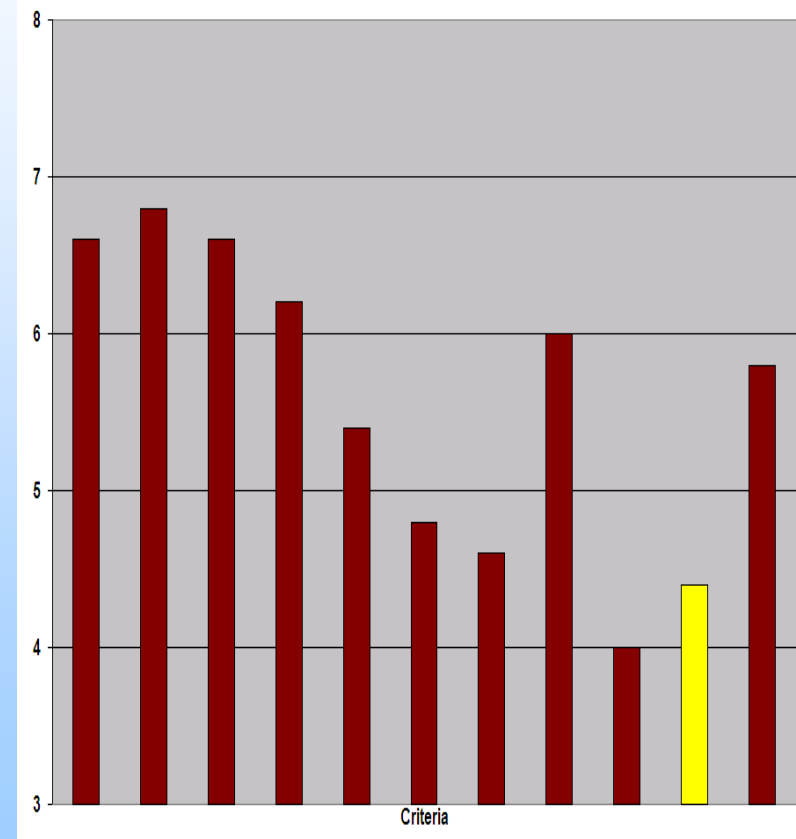


Victorian Healthcare Association

Average 4.4 (range 4-8)

Comments:

- Need clear description of indicators, risk management and improvements identified



Indicators



Victorian Healthcare Association

Medication Errors, Falls and Pressure Wounds

- only once service submitted
limited information related to
medication errors

Continuity of Care

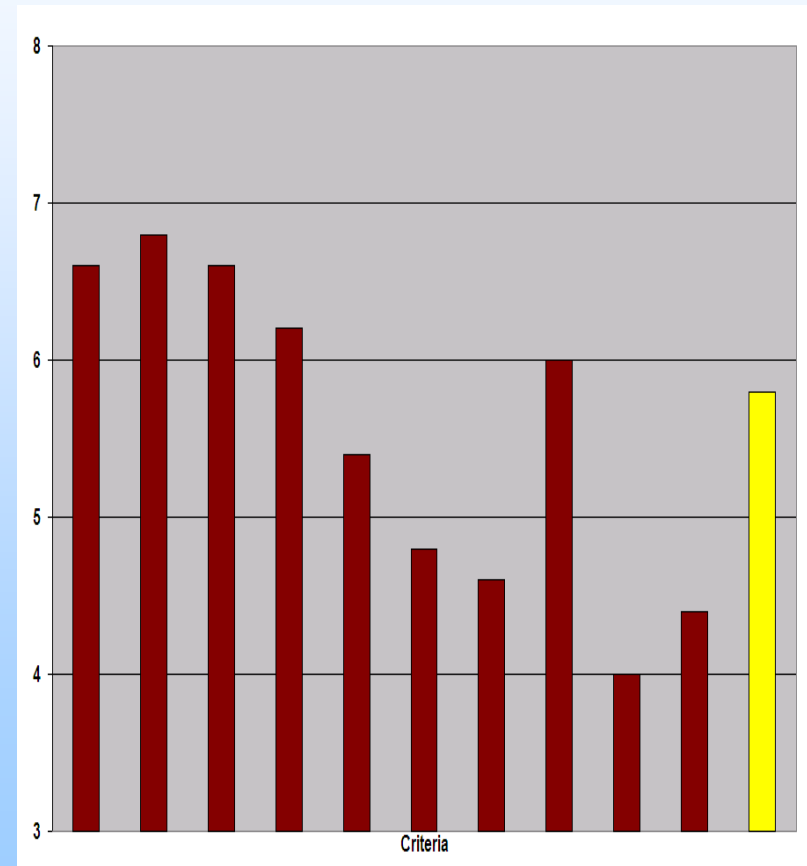


Victorian Healthcare Association

Average 5.8 (range 5-8)

Comments:

- Access and discharge
- Continuum of care needs to be demonstrated



Overall



Victorian Healthcare Association

More on governance systems,
outcomes and resulting initiatives

Involve staff, community and
clients in quality and safety



Victorian Healthcare Association

Questions

Catherine Harmer

Manager, Policy and Strategy

Quality Branch, DHS