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Clinical Governance Policy

Policy

The Board of Governance/Management is committed to ensuring consumers receive high quality services. The Board is responsible for ensuring the safety quality of service delivery across the organisation for all consumers through the practice of high clinical standards, identification of risks and adherence to relevant legislative and regulatory requirements.

The Board assigns responsibility to the CEO for:

1. Ensuring that a well developed risk management process is in place to prevent, minimise and manage risk issues.
2. Developing systems to ensure staff understand and enact their responsibilities and enable clinical governance principles and processes to be applied throughout the service via appropriate structures, policies, processes and resources.
3. Ensuring clinical staff are suitably qualified to undertake their role through:
 - Comprehensive recruitment practices;
 - A Credentialing process that meets statutory requirements;
 - Appropriate supervisory processes;
 - A professional development process consistent with organisational and clinicians needs.
4. Providing mechanisms that monitor, improve and respond to safety and quality of care issues that in turn informs the development and evaluation of the quality plan including:
 - A clinical audit program;
 - Identification and monitoring of adverse events;
 - A robust complaints and incident reporting process.
5. Ensuring reporting structures are in place whereby accurate data and information is provided to all relevant bodies internally and externally and enables systematic monitoring and review.
6. Establishing mechanisms for the effective and appropriate involvement of consumers and the community in quality related activities.
7. Providing appropriate infrastructure and support systems including appropriate information systems to deliver safe and quality services to our consumers.

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References:

“Better Quality, Better Health Care – A Safety and Quality Improvement Framework for Victorian Health Services” Metropolitan Health and Aged Care Services Division, Victorian Government Department of Human Services, July, 2005.

Scottish National Health Service “A Framework for Clinical Governance:

www.scot.nhs.uk

Clinical Governance in the new NHS <http://www.doh.gov.uk/clinicalgovernance>

Health Services Act

OH&S Act

Risk Management Standards Australia