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# VHA Clinical Governance In Community Health

## Project Update

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Clinical Governance Project Manager

# Clinical Governance



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## Definition

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.

(Australian Council on Healthcare Standards)

# Theoretical framework



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Victorian Quality Council (2005). Better Quality, Better Health: A Safety and Quality Framework

# Gap Analysis



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<u>Governance &amp; Leadership</u>	<u>Consumer Involvement</u>	<u>Competence and Education</u>	<u>Information Management</u>
Strategic & Operational Planning	Consumer satisfaction	Credentialling	Risk Management
Planning & Evaluation Cycle	Feedback and Complaints	Staff professional development	Data
Board Reporting requirements	Client involvement in program planning and evaluation	Performance appraisal	Incident
Culture - just culture, open disclosure, recruitment, orientation	Client outcome information	Clinical Supervision	Waiting list activity
Monitoring and reporting on quality and safety	Informed consent processes	Scope of Practice	Clinical Indicators
Organisational Structure	Informing consumers about quality and safety	Demand Management	Best Practice Evidenced based practice
		Student Supervision	Clinical documentation

# VHA Clinical Governance Project



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## Clinical Governance in Community Health Steering Group

Community Health Sector Clinicians/Managers and CEO's/BOM  
Australian Institute of Primary Care  
Quality Improvement Council Director  
DHS representative  
DHSV representative  
VMIA representative  
Acute sector representative  
Accreditation bodies representatives



Clinical Risk Management Working Group



Board Reporting Working Group



Credentiailling and Scope of Practice Working Group



Clinical Indicators Working Gp



Clinical Supervision and Leadership



Informed Consent and Client Record Documentation

## Work to date



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- Board Clinical Governance Reporting
- Clinical Risk Management
- Scope of Practice and Credentialling
- Clinical Supervision
- Consumer Participation in Quality and Safety
- Clinical Indicators
- Client Record Documentation
- Informed Consent for Intervention
- Clinical Leadership

# Board Clinical Governance Reporting



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- Board Reporting Guidelines & Checklist developed
- Board training (27 agencies)

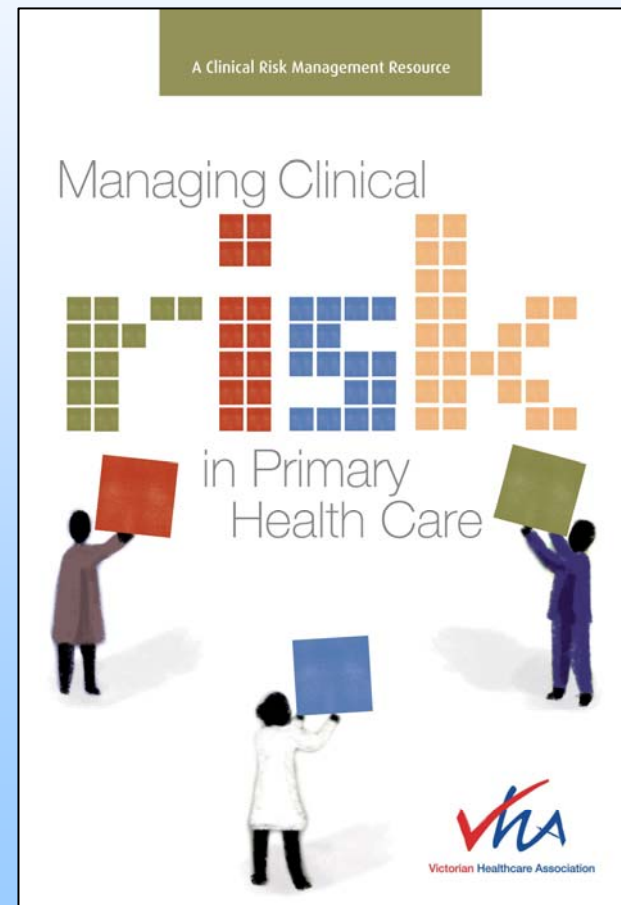
INDICATOR	DESCRIPTION OF INDICATOR	SUGGESTED MINIMUM REPORTING FREQUENCY
<b>Human Resources Management</b>		
9. Professional Development Report	May include: <ul style="list-style-type: none"> <li>▪ Hrs/EFT/Program</li> <li>▪ Key organisational training areas</li> <li>▪ Mandatory training achieved e.g. CPR</li> </ul> Might be part of a larger HR report	Annually
10. Recruitment and Retention Report	May include audit of systems: <ul style="list-style-type: none"> <li>▪ Recruitment processes i.e. Credentials checks / Police checks / Drivers License checks</li> <li>▪ Scope of Practice reports</li> <li>▪ Staff Turnover rates</li> <li>▪ Sick Leave rates</li> <li>▪ Exit reports</li> </ul> Might be part of a larger HR report	Annually
11. Staff Satisfaction Survey	May include summary of findings, recommendations for improvements and projected timelines. Stand alone report or part of HR report	Every 3 years
12. Performance Appraisals	May include summary of <ul style="list-style-type: none"> <li>• % of staff with completed performance appraisals</li> <li>• Recommendations for process improvement / changes to business processes / focus for professional development</li> </ul> Might be part of a larger HR report	Annually
13. Professional Supervision Report	May include information regarding % staff receiving recommended regular individual or group supervision Might be part of a larger HR report	Annually

# Clinical Risk Management



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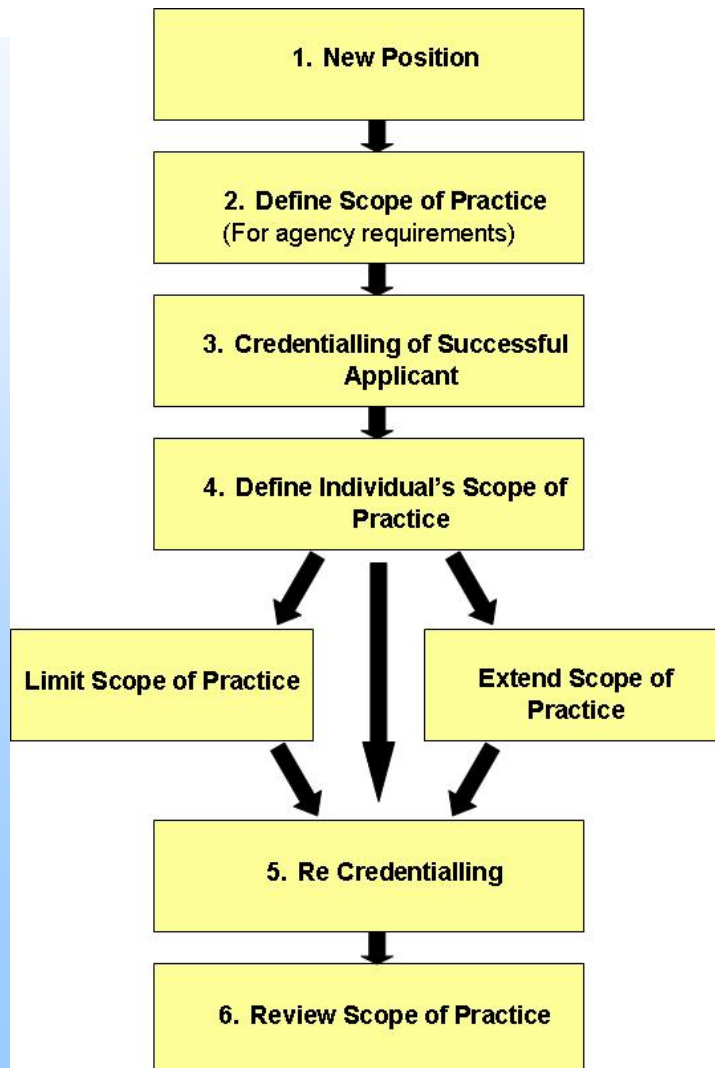
- Updated Document  
March 2009
- VHA/VMIA Sector Training  
(VUT accredited)



# Credentialling and Scope of Practice



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## Resources produced

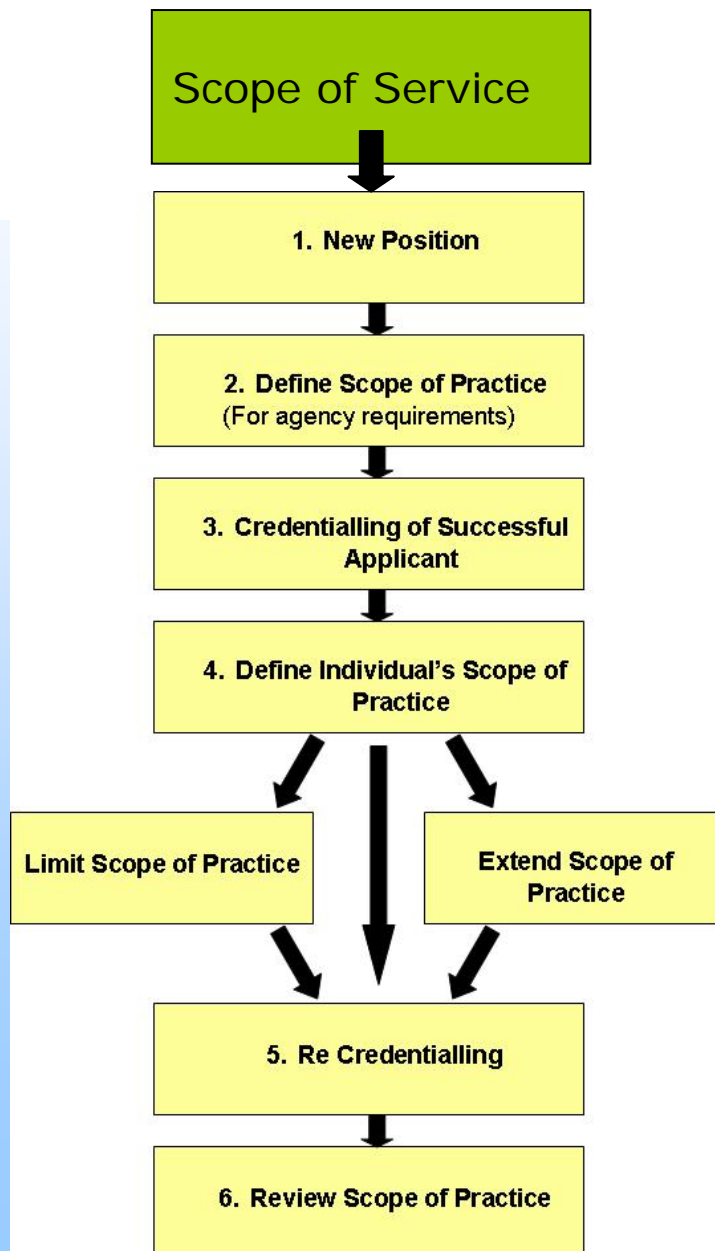
- Background paper
- How to Guide

## Submission

- Service/Program scope of practice - guidelines to define scope of practice for service areas



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Defining the scope of the service involves outlining the following elements:

- Location/Hours of Practice
- Function of the service- the elements of service provision, models for service delivery
- Skills required
- Equipment and Services

# Clinical Supervision



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- Literature Review
- Practice Guidelines
- Model Policy and Procedure
- Contract Template
- Record Template
- Reporting Template
- Components of Clinical Supervision Training

Since the last forum



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- Clinical Leadership Final Report

Discussion papers

- Informed Consent for Intervention
- Client Record Documentation
- Model for Service Reviews

Other work.....

# Clinical Indicators



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## ICDM Workforce Development Strategy:

- Service improvement based on PDSA (Plan Do Study Act) cycles
- EICD Training and Implementation of Clinical Indicators
- Offered to new EICD agencies

# Care Planning



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## DHS Care Planning Workforce Development Project:

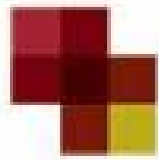
- Training package and resources
- Reference group to develop care planning guidelines

## Other work



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- Conference Presentation
- TRAK/ISOFT – Care planning /clinical data functionality
- Bridging Clinical Risk – Eastern Harp
- Victorian Health Incident Management System Project (VHIMS)

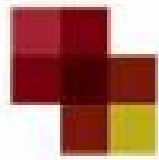


Victorian Health  
Incident Management System



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- Will introduce a standard methodology for incident reporting to all publicly funded health services
- Also consumer feedback (including complaints) and OHS



**Victorian Health**  
Incident Management System



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## **October 2008 – February 2009**

- Procurement

## **June 2009**

- Design completed

## **September/October 2009**

- Pilot

## **January/February 2010**

- Implementation

# DHS Clinical Governance Policy



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'Review of the current state of clinical governance in Victoria: Final project report 2008'

- A review of current clinical governance practice in Victoria
- Development of a strategic framework

Domains of quality and safety

- serve to provide a focus for implementation of the clinical governance framework, establishing or improving existing systems and processes to improve clinical service delivery:
  1. Consumer participation
  2. Clinical effectiveness
  3. Effective workforce
  4. Risk Management

# Future Directions and Project Sustainability



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- Indicators for clinical governance
- Sustainable clinical governance education
- Input into accreditation standards and evidence



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Resources and all presentations available  
from

Clinical Governance resource page  
at VHA website

[www.vha.org.au](http://www.vha.org.au)

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