



bacchus marsh - melton - melton east
community
health centres

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Quality of Care Reports: The Djerriwarrh Experience

VHA Clinical Governance in Community Health Forum

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Overview

The Djerriwarrh Experience

- **Our approach to Quality of Care Reporting**
- **A balancing act**
- **Don't forget....!**
- **Our keys to success**
- **Where to find us**

Our Approach to Quality of Care Reporting

➤ **Community/client/patient centred**

- Framed in personal lay language – we/you (C1)
- Community Advisory Committee and a wide range of consultative processes in place (C2)
- High levels of community participation (C7)

➤ **Aligned to vision, mission, values and strategic directions**

- Executive commitment to quality and safety (C5)
- Relevant to current & emerging community needs (C3)
- Whole of organisation involvement in quality care (C6)

A Balancing Act

- **Compliance vs excellence**
- **Quantity vs quality**
- **Charts & graphics vs words**
- **Areas for improvement vs strengths**
- **Acute emphasis vs whole of organisation**
- **Review of past vs plans for future**
- **Community need vs funder & other needs**
- **Measuring process vs outcomes**
- **Episodes of care vs continuity of care**

Don't forget...!

➤ Accreditation

- One of our recent stories

➤ Staff participation

- Recruitment and training
- 'Doing it with us, not for us'

➤ Your unique community/health service relationship

- Your people, your community, OUR service

Our Keys to Success

- **Skills and knowledge base of writer**
- **Improvements over past 12 months**
- **Plans for improvements, next 12 mths**
- **Evidence of sound quality frameworks**
 - **Clinical governance**
 - **Risk management**
 - **Accreditation**
- **Honesty – tell the truth!**



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***Serving the Melton and Moorabool
communities***

