



Presented by: Denise Harisiou

Date: 12.08.08

Quality of Care Reporting in 0607

An opportunity, a trial, a challenge, a requirement.....



Knox CHS Quality of Care Report

An opportunity.....

“A chance for progress or advancement”

- ▲ 0607 non requirement for Stand Alone Community Health services
- ▲ Encouraged to develop and submit a report
- ▲ Opportunity to receive feedback on draft – by July 25th

An opportunity to learn...

- ▲ DHS Quality of Care Report Guidelines
- ▲ DHS Workshop



Knox CHS Quality of Care Report

An opportunity to learn.....

- ▲ review of other Quality of Care Reports
- ▲ interpret the Guidelines into a CH context
 - Minimum reporting requirements
 - Criteria for Report awards

- ▲ how to relate all this to Knox CHS
- ▲ a companion document to the Annual Report



Knox CHS Quality of Care Report

An opportunity to trial.....

“The act or process of testing, trying, or putting to the proof”

- ▲ What would the KCHS Quality of Care report look like?
- ▲ What would we include?
- ▲ How would we resource the process?
- ▲ How do we ensure that we meet the objectives?
 - For our community
 - For DHS
 - For Knox CHS



Knox CHS Quality of Care Report

A challenge.....

“A test of one's abilities or resources in a demanding but stimulating undertaking.”

- ▲ Consumer consultation
- ▲ Quality dimensions
- ▲ Service fit for population
- ▲ CALD communities
- ▲ Board of Management
- ▲ Target audience - community population and DHS
- ▲ Criteria for judging



Knox CHS Quality of Care Report

A challenge.....

- ▲ Resourcing the process – working group
 - project officer
 - \$ and time costs
- ▲ Contributions to the report
- ▲ Editorial oversight



Knox CHS Quality of Care Report

A challenge.....

- ▲ Design, layout, headings
- ▲ Graphics
- ▲ Graphs, data and interpretations
- ▲ Photographs
- ▲ Text
- ▲ Editing, proof read, edit again, more editing,
- ▲ Edit some more.



Knox CHS Quality of Care Report

It is still a challenge.....

- ▲ Meeting the objectives
- ▲ Meeting the reporting requirements
- ▲ Distribution
- ▲ Evaluation
- ▲ Interpreting the feedback



Knox CHS Quality of Care Report

▲ And it was a trial.....

“A state of pain or anguish that tests patience, endurance, or belief “

“A trying, troublesome, or annoying thing”



Knox CHS Quality of Care Report

And now it is a requirement

“ Something demanded or imposed as an obligation, a necessity”

- ▲ What did we learn?
- ▲ What worked?
- ▲ What didn't?
- ▲ What were we pleased with?
- ▲ What will we do differently this year?



Knox CHS Quality of Care Report



Quality of Care Report

Inside this Quality of Care Report:

- ▲ **Appropriateness:** Compliments & Complaints, DAFNE
- ▲ **Safety:** Credentialing, Victorian Quality Council Safety & Quality Framework
- ▲ **Effectiveness:** COOKs Program, Quality & Safety Indicators
- ▲ **Access:** KCHS Service Access
- ▲ **Efficiency:** Integration of Dental Services, Eastern HARP
- ▲ **Acceptability:** Mothers Living Well, Senior Chinese Community Consultation Forum, Planning for the Future
- ▲ **Services, Feedback & Accreditation**

Visit us at www.kchs.org.au

2006 - 2007



Anne Lyon
CEO

Introduction

This Quality of Care Report has been produced to provide feedback to the community of Knox on the work we have undertaken to develop and improve the services that you receive.

We believe that it is important for you as a community member to understand the work of Knox Community Health Service and that if you choose to use our service that you can do so with confidence. We have adopted the Victorian Quality Council Safety and Quality framework to report back to you on the quality and safety activities for the 2006-07 financial year.

Over the past 18 months we have established a governance structure to support improved oversight of the quality activities within the service. A Board of Management Quality Sub-committee meets quarterly to review feedback from consumers and staff as well as activities and performance related to service delivery. This provides a direct link to the Board of Management to ensure that quality and safety is at the forefront. Staff, at all levels of the organisation, are involved in committee and working group structures to provide a "whole of organisation" response to quality and safety issues. We have adopted this approach to ensure that we can act effectively to improve our service to the community.

In February 2007 the Quality Improvement and Community Services Accreditation conducted our mid cycle review to see how Knox Community Health Service was progressing in its work outlined in the Organisational Quality Plan.

We are pleased to advise that the report was favourable and noted the considerable quality activities that KCHS has been working on since the last review.

Community members who attend KCHS have a range of opportunities to provide feedback to us on the service. One important way this occurs is through the annual Consumer Satisfaction Survey. We have used the feedback we received last year to make changes which have included but not limited to the installation of ramped access to provide easier access to and from our buildings.

To ensure that our consumers have an ongoing voice in the provision of services to our community, KCHS has committed to supporting a consumer advisory committee to provide input into a range of service initiatives.

We have sought feedback from our consumers and volunteers to identify what would interest them as part of the process of producing this Quality of Care Report. We hope that our community have a better understanding of the activities and services that we offer and the steps we have in place to ensure that the services we provide are safe and of a high quality.

This report will be available through a variety of mediums including direct mail out to our members and partner organisations, hard copies from both our Ferntree Gully and Wantirna sites and electronic copies can be downloaded from our website.

We welcome your feedback on this report.

Anne Lyon
CHIEF EXECUTIVE OFFICER

Jargon Buster

CALD:
Culturally & Linguistically Diverse

COOK:
Challenging Obesity Of Kids

DAFNE:
Dose Adjustment For Normal Eating

DHS:
Department of Human Services

HARP:
Hospital Admission Risk Program

KCHS:
Knox Community Health Service

QICSA:
Quality Improvement & Community Services Accreditation

