

**PHE3\_4CQM**  
**APPLIED QUALITY AND SAFETY IN HEALTH AND COMMUNITY SERVICES**

**Subject Outline, Semester 1, 2010**

**Subject Coordinator**

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**Subject Description**

The aim of this subject is to assist students to develop an understanding of the past, present and future directions for quality and safety in clinical and non-clinical services within health and community services. Historically the notion of quality and 'patient' safety has been viewed as actions that minimize patient's exposure to unnecessary risk while in the healthcare environment (usually a hospital). Recently a major patient quality of care organization in the United States, the Joint Commission of Accreditation of Healthcare Organizations (JCAHO), suggested that client/patient safety extends beyond the walls of the hospital and into the community. The delivery of safe, high quality care is essential within and between health and community service organisations and this subject promotes an understanding of the necessary principles and practices.

The subject has been developed in collaboration with the Victorian Healthcare Association (VHA) to ensure skills development and implementation of quality and safety practice, within a clinical governance framework within community health organisations. Throughout the subject, there is an emphasis on individual and organisational skill development.

Applied Quality and Safety has two major themes.

***Part I: Understanding Clinical Governance in Health and Community Services***

The sessions in the first part of the subject focus on increasing understanding of clinical governance as conceptualised and used in health services. The content will include the research on clinical governance and successes and failures from around the world. In this section we will also explore the application of quality and safety frameworks (including the integration with strategic and service planning) and government policy in relation to quality and safety in community health. The role of accreditation in quality and safety will also be considered.

***Part II: Implementing Clinical Governance in Health and Community Services***

The sessions in this part of the subject explore the key aspects of clinical governance, including risk management, ensuring workforce competence, clinical leadership and engagement, performance indicators and other contemporary issues appropriate to a community health context.

# PHE 3\_4CQM SUBJECT OUTLINE

The objectives of this subject are that upon completion students will be able to:

- Define the concept of clinical governance and discuss its place in the management of health services, particularly the relevance to community health services
- Describe the relationship among strategy, quality, safety, risk and operations
- Describe and discuss the challenges facing the implementation of clinical governance as a change initiative in the community health sector
- Apply a quality and safety framework to an organisation, including risk management, workforce .....
- Understand the components of clinical governance and define, develop and evaluate the requirements for effective implementation of these components
- Understand how risks are managed in your workplace, drawing on relevant theory and evidence informed practice
- Identify and evaluate relevant reporting frameworks
- Demonstrate skills in improving the management of quality and safety in a relevant organisation.

## Teaching Format

This subject is offered face to face on Wednesday evenings (5.30 to 8.30pm) in semester 1 2010 at the City Campus, 215 Franklin Street. In future years this subject will be offered as a summer subject in block mode in February.

## Assessment

There are two requirements for assessment for this subject:

- Assignment 1: Critical Analysis of Existing Quality and Safety Frameworks (group presentation 30%)
- Assignment 2: Implementation of a Quality and Safety Framework in your Organisation (individual essay 70%).

## Details of Sessions

### Part I: Understanding Clinical Governance in Health and Community Services

Session 1: Introduction to the subject and clinical governance, Wednesday 3 March 2010 5.30-8.30pm

Session 2: Quality frameworks, government policy and accreditation, Wednesday 10 March 5.30-8.30pm

Session 3: Using a quality and safety framework, Wednesday 17 March 5.30-8.30pm

Session 4: Recommending a quality and safety framework, Wednesday 24 March 5.30-8.30pm

### Part II: Implementing Clinical Governance

Session 5: Risk management in primary and community health, Wednesday 31 March 5.30-8.30pm

Session 6: Ensuring a competent workforce, Wednesday 21 April 5.30-8.30pm

Session 7: Clinical supervision and performance management, Wednesday 5 May 5.30-8.30pm

Session 8: Clinical leadership and engagement, Wednesday 12 May 5.30-8.30pm

Session 9: Quality/performance indicators, Wednesday 19 May 5.30-8.30pm

Session 10: Other contemporary issues, Wednesday 26 May 5.30-8.30pm