



## Board of Management Clinical Governance Reporting

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*Victorian Healthcare Association Ltd*



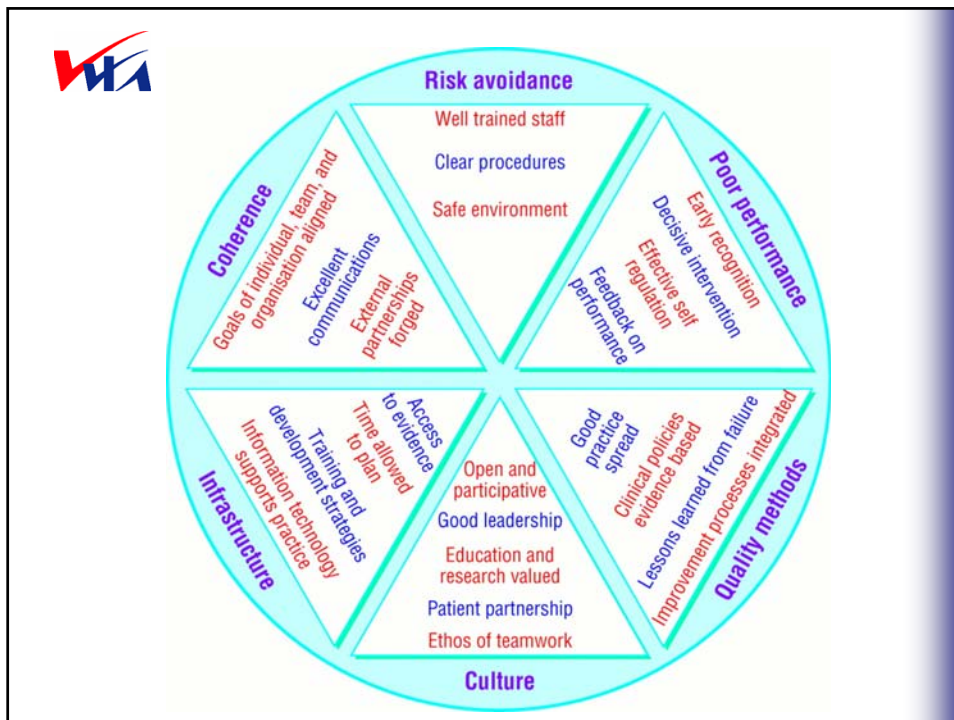
## Clinical Governance

### 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)

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**WHA**

## Role of the BoM

<p><b>Corporate Governance</b></p> <ul style="list-style-type: none"> <li>• Leading strategic direction</li> <li>• Ensuring financial, general management, and monitoring systems in place</li> <li>• Systems must meet criteria and industry standards</li> <li>• Monitoring and auditing performance</li> <li>• Managing risk by identifying early and responding</li> </ul>	<p><b>Clinical Governance</b></p> <ul style="list-style-type: none"> <li>• Leading clinical safety and quality</li> <li>• Ensuring robust systems are in place to support and monitor clinical safety and quality</li> <li>• Maintaining a high level overview of clinical safety and quality systems</li> </ul>
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## Principles for Effective Clinical Governance

- **Just Culture** - Build a culture of trust and honesty where there is open discussion of error and where staff willingly report adverse events
- **Foster Commitment** - Foster organisational commitment to continuous improvement through assigning clear responsibilities for clinical quality and safety to CEO's and managers
- **Supportive Organisation Structures** - Establish rigorous monitoring and response systems
- **Evaluate Performance** - Evaluate and respond to key aspects of organisational performance

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## How Safe Are the Clients in Your Care?

What information do BOM's need about clinical services to fulfil their clinical governance responsibilities?

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## A Referral to Wonderland Community Health

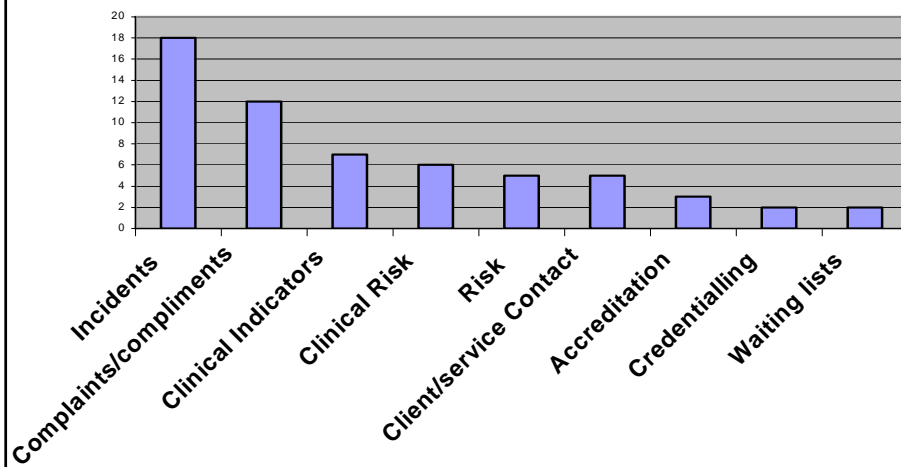


<b>Safety</b>	Will she get hurt?
<b>Effectiveness</b>	Will the treatment work?
<b>Appropriateness</b>	Is it the most suitable treatment?
<b>Acceptability</b>	Are we happy with the service?
<b>Access</b>	How long is waiting list, the cost, are interpreters used routinely?
<b>Efficiency</b>	Are resources used well?

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## BOM Reporting – CG Survey 2006



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## Clinical Governance BoM Reporting

Reporting Checklist developed

- Lists reports commonly generated at CHS
- Individual services need to decide on how to report on individual indicators to BOM
- Reports would only include Executive Summary of an operational report plus exceptions, corrective actions and systems improvements only – no individual client or staff information

e.g.

Annual Complaints Report – information to BOM may include overview of trends and progress on current action plan as opposed to full report reviewed by management

or

Performance appraisals – BOM may require notification and explanation if Performance appraisals fall below 90% staff/year

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## Reporting Formats

Individual community health services need to decide on reporting format. How indicators of Clinical Governance are presented to BOM

Could report against:

- Key areas – HR, Program Areas, Health and Safety
- Policies and procedures – implementation of continuing education policy, recruitment policy etc
- Strategic Priorities

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## Practical Exercise

- 10 groups
- handout to be provided – section of checklist with indicators to be discussed – 20 minutes
- feedback

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## Questions?

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