

Clinical Governance and Training
for a
Statewide Retrieval & Coordination Service

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Presentation Overview

- Some simple definitions and concepts
- Clinical Governance of the Retrieval System in Queensland;
 - Past
 - Present
- Future Governance for Safety & Quality for the Retrieval System in Queensland

Definition; Clinical Governance

- A framework through which health organisations are accountable for continuously monitoring the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.
- Scally & Donaldson. BMJ 1998; 317:61-65

The new NHS: modern, dependable.
(UK Dept Health 1998)



Governance for Safety & Quality

- Unifying term (verb) describing a systematic approach to drive behaviours that lead to better patient care:
 - Patient Safety
 - Clinical Effectiveness
 - Patient Experience
 - Quality Assurance
 - Quality Improvement
- Used in ACSQHC & HQCC Standards

Australian Safety & Quality Framework for Health Care (ACSQHC 2010)



Three Key Pillars for Quality

- Patient Safety
 - Incident Management
 - Risk Management
 - Alerting System
 - Safe Environment
- Patient Experience
 - Complaints Management
 - Consent
 - Patient Involvement

Three Key Pillars for Quality

- Clinical Effectiveness
 - Staff Management
 - Education and Training
 - Information Governance
 - Clinical Audits
 - Clinical Guidelines
 - Care Pathways
 - Evidence-based Practice
 - Policy Development
 - Cost Effectiveness
- Ensures;
 - High standards of clinical performance
 - High standards of clinical risk management
 - Transparent clinical audit
 - Ongoing focused Professional Development
 - Robust processes to take action to manage adverse events.

Clinical Governance in Qld; The Past

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Clinical Governance in Qld; The Present

- Integrated and well developed System
- Multiple service providers and partnerships
 - Transport providers (EMQHR, CHP, QAS)
 - Non government clinical service providers (RFDS, CMS)
 - Government clinical service providers (RSQ, NICU, PICU and QAS)
 - Established internal governance structures

Clinical Governance in Qld; The Present

- Patient Safety
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- **Clinical Effectiveness**

- **Education and Training**

- Tertiary Courses at JCU and Bond Universities
- CMS and RFDS Education Programmes
- RSQ Induction & Mentoring for Medical & Nursing Coordinators

- **Staff Management**

- Integrated Staffing Models (RSQ/RFDS Nursing MOU)
- Restructured and aligned Clinical Organisational Structures
- Small group of collegiate, credible senior clinical leaders

- **Cost Effectiveness**

- QEMS Coordination Centre
- Streamlining of contracts

- **Policy Development**

- Statewide Credentialing and Scope of Clinical Practice

- **Information Governance**

- Aligning of KPI and CQI across clinical service providers

- **Clinical Audits & Clinical Guidelines**

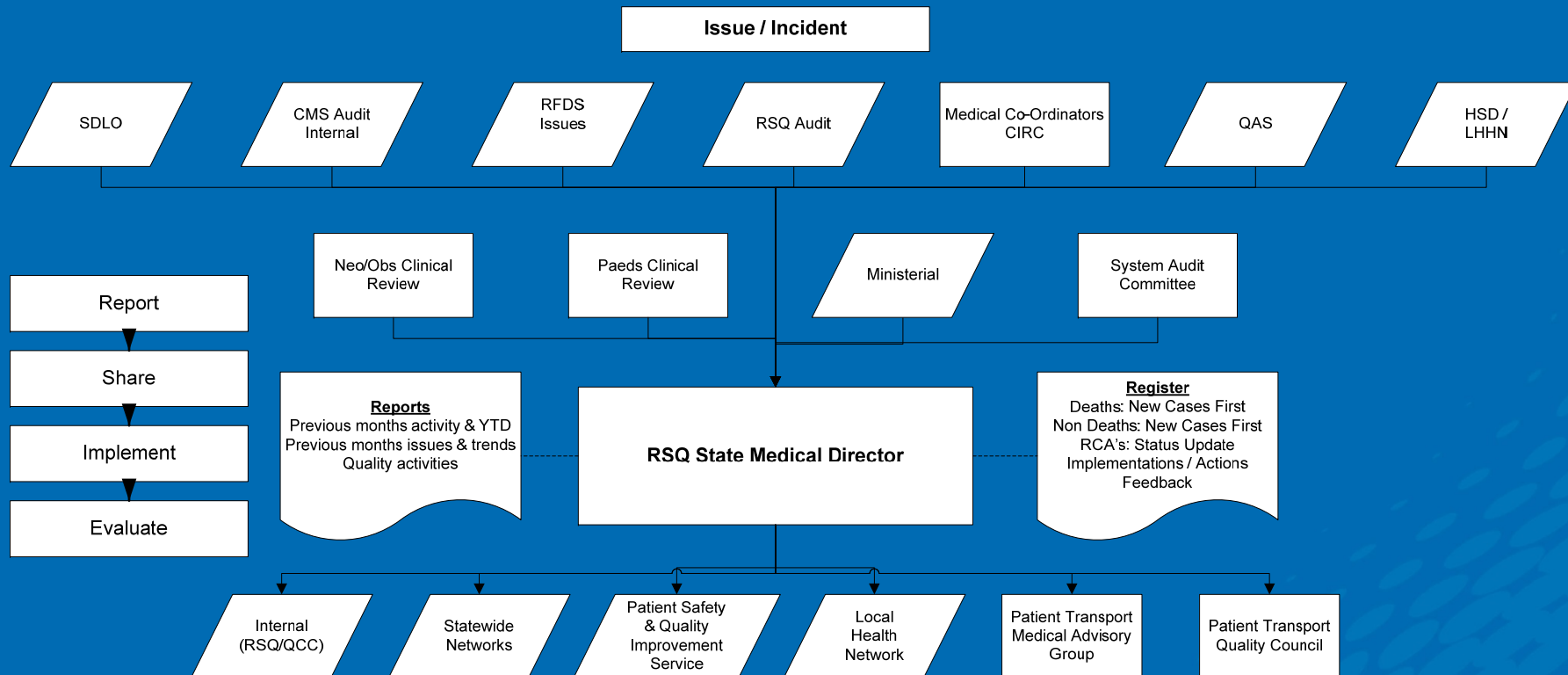
- **Care Pathways & Evidence-based Practice**

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RSQ Governance Inputs/Outputs

The RSQ State Medical Director assumes governance and responsibilities as outlined in CIMIS 2009



Governance for Safety & Quality; The Future

- More clinical and operational transparency
- Responsibility and accountability
- Share, Learn, Improve.
- Needs a more clinician driven than contractual focus
- Take Action for Safety
- Further strategic integration required



STIG

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Statewide Integrated Governance Group

- Medical and Nursing Directors from all clinical service providers
- Transparency of statewide activity, clinical incidents, KPI and CQI data.
- Opportunity for whole of system review, learning and improvement
- Promote Pre Hospital and Retrieval Medicine
- Focus on a partnership for safe and quality patient care, irrespective of organisation.





Take Home Messages

- Governance is a verb that unites all players in a health care organisation: Patient Focused
- Retrieval Clinicians must embrace and drive it
- Demonstrated need for a single, statewide governance framework incorporating all retrieval service providers.



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QUESTIONS?



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