



# The Importance of the Quality and Safety committee

**Robyn Hudson, Director Clinical Engagement**

May 2017



# Targeting zero



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## Strengthening hospital boards

A board which does not have sufficient understanding of health services and contemporary public health challenges becomes very dependent on the CEO, and often does not know the right questions to ask. In effect the normal balance of responsibilities between board and CEO become distorted, which is a very poor outcome... good governance at the board level is critical for avoidance of issues such as poor clinical care, inappropriate organisational culture (for example, bullying & harassment) and incompetent financial management.



## Clinical governance training for boards

There is often a lack of understanding at Board level of the obligation of the governing body to lead management of quality and safety. By contrast, the requirement that the Board delivers a satisfactory financial result is well understood and dwelt upon, with well-resourced, complex and expert systems providing financial management information.

Graeme Houghton, Adjunct Associate Professor, School of Public Health,  
La Trobe University

# Clinical governance

## **A number of common themes have emerged from reviews of healthcare organisations that have experienced high profile failures in patient care:**

- An institutional isolated and inward looking culture that is unsupportive of learning and developing and cultivates fear of speaking up
- A disengaged board, CEO and executive that are unwilling to see and hear bad news
- Clinical leaders who are disconnected from the organisations clinical governance processes and systems
- Lack of clinical leadership, staff engagement and teamwork to support the provision of safe, high quality care
- Weak reporting format and content, particularly a lack of benchmarking and trend analysis, and a passive monitoring response
- Quality system based on compliance with standards with limited service and care improvement beyond requirements of the standards
- A lack of robust review of clinical practice and an assumption that monitoring performance management or intervention is 'someone else's responsibility'
- Tolerance of sub-standard care – problems are longstanding and known by many stakeholders but not actively addressed
- A lack of consumer participation and input and limited interest in consumers and their families – decisions are made in the interests of the organisation and staff over the safety and quality of patient care.



# Better, Safer Care

## Safer Care Victoria

Will work with health services to monitor and improve the quality and safety of care delivered across our health system, with the goal of achieving zero avoidable patient harm

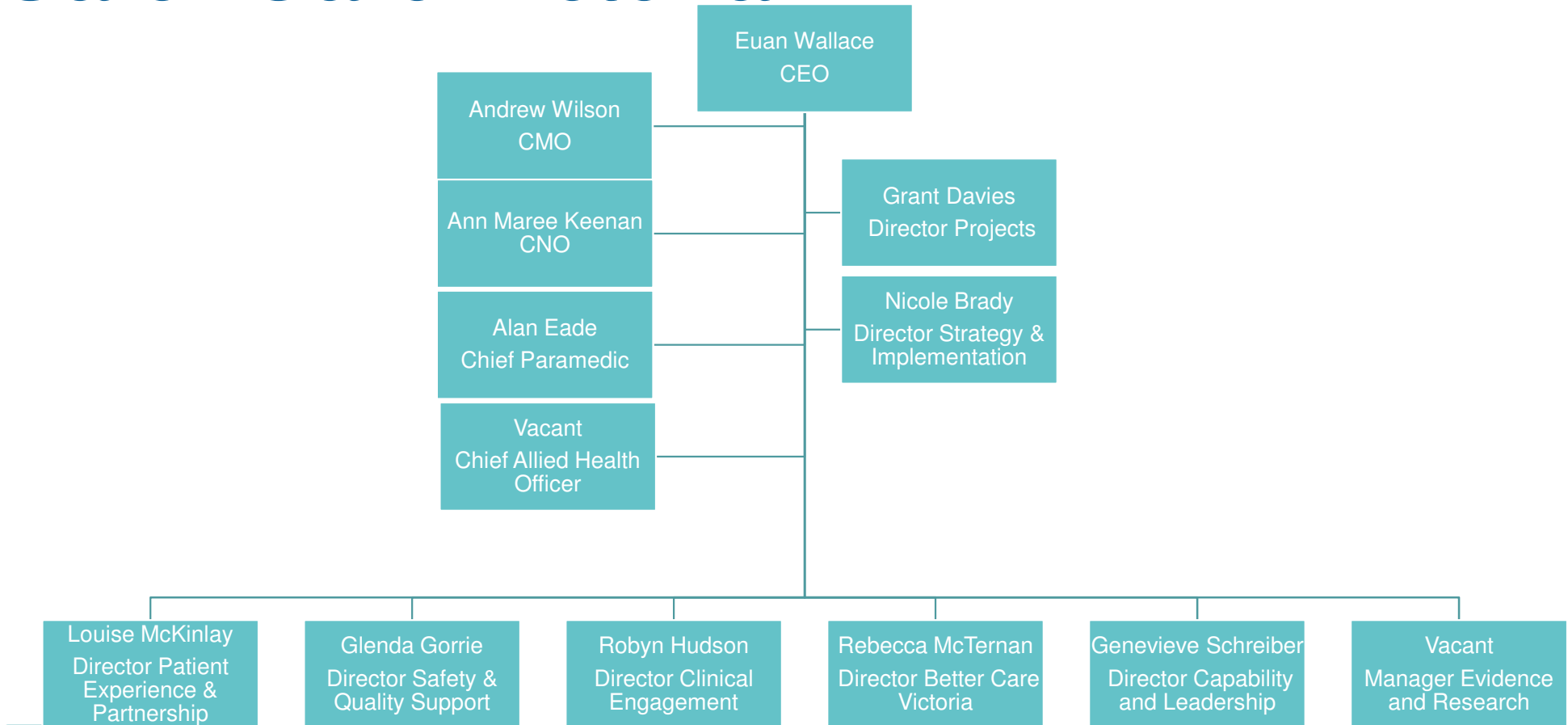
## Victorian Agency for Health Information

A new health information agency will analyse and share information across our system to ensure everyone has an accurate picture of where the concerns are and where we're getting it right





# Safer Care Victoria



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**Our mission is to ensure outstanding health care for all Victorians.  
Always.**

**Our purpose is to enable all health services to deliver safe, high  
quality care and experiences for patients, staff and clinicians.**

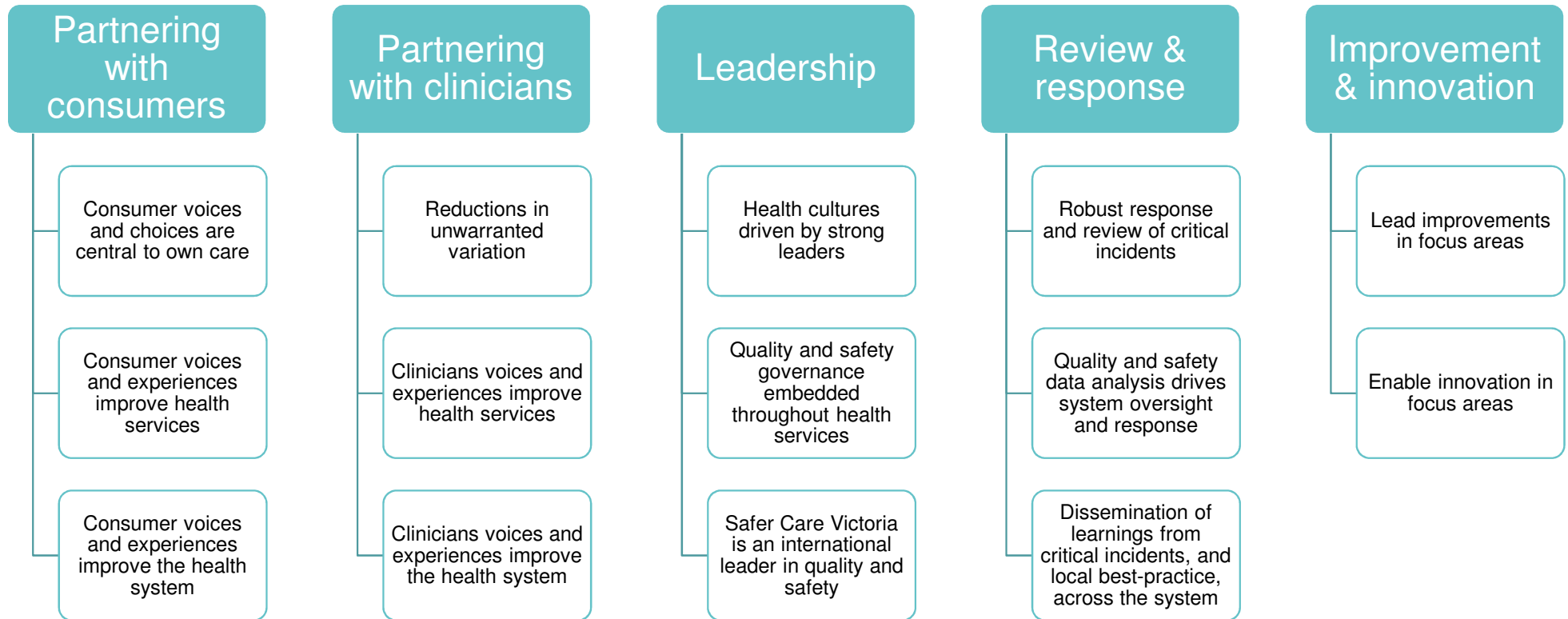


# Safer Care Victoria

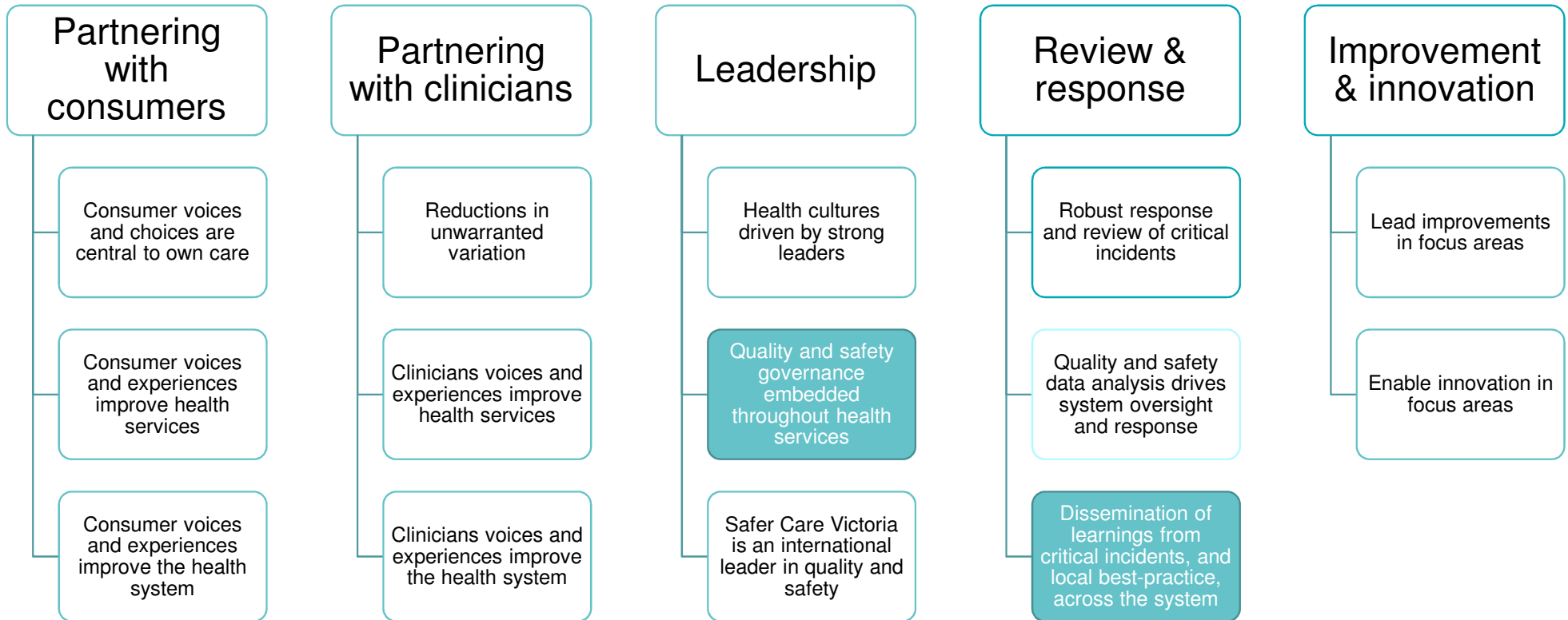
## Priority Areas



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