

OFFICE OF THE CHIEF PSYCHIATRIST'S CLINICAL GOVERNANCE REVIEW FRAMEWORK

PATIENT'S EXPERIENCE

It's the patients who can best tell it "as it really is" and professional need to develop the mechanism and the skills to listen to patients with "authentic curiosity." (Nicholas, Cullen, O'Neill & Halligan, 2000)

BUILDING A SYSTEM TO ASSURE OPTIMAL HEALTH OUTCOMES

WA CLINICAL GOVERNANCE FRAMEWORK

CONSUMER VALUE

CLINICAL PERFORMANCE & EVALUATION

CLINICAL RISK

PROFESSIONAL DEVELOPMENT & MANAGEMENT

AREAS OF INQUIRY – MENTAL HEALTH PILLARS

- MHS consults with, consumers and carers regarding treatment provision, service planning and delivery
- MHS has a complaints mechanism for consumers and carers
- MHS makes sustained changes as a result of complaints
- Consumer's rights to privacy, dignity and confidentiality about themselves and their treatment are respected
- MHS provides for consumers, cultural, spiritual, disability and dietary needs
- MHS provides information for consumers and carers about treatments, services and facilities

RESEARCH AND EFFECTIVENESS

- MHS implements and monitors evidence-based practice
- MHS provides access and support for staff in the development of skills in research and evidence-based practice
- MHS participates in collaborative research
- MHS learns from research:
 - mechanisms to make operational effective practices
 - the extent to which research results in sustained change and improvements to service plans and to patient care

USE OF INFORMATION

- MHS has responsibility and accountability for the development and use of information about the patients' experience
- MHS involves partner organisations in the development, collection and use of information about the experience of consumers
- MHS ensures effective communication of information about individual consumers within and between teams and with outside referral agencies
- MHS uses information to inform service strategies and plans, to support performance review and improvement and to inform clinical governance activities

CLINICAL AUDIT

- MHS is committed to a clinical audit program (support and resources)
- MHS reports audit results and changes to clinical practice
- MHS involves consumers and/or carers in clinical audit
- MHS involve staff in a team based approach to clinical audit project identification, design, implementation and evaluation
- MHS provide staff with training and development in audit skills
- MHS learns from clinical audits including:
 - Sustained changes and improvements to service plans and to patient care
 - The development of research questions

CLINICAL RISK MANAGEMENT

- MHS is committed to the management and direction of the clinical risk management programs
- MHS promotes an open, blame-free culture for reporting incidents and near misses
- MHS has a system of assessing clinical risks and for reporting clinical incidents and near misses
- MHS has clear requirements that staff report risks and incidents (including induction training)
- MHS learns from knowledge about clinical risks:
 - Systems to identify trends in incidents and to take action on them
 - Notification of specific serious clinical incidents to the Office of the Chief Psychiatrist

STAFFING AND STAFF MANAGEMENT

- MHS clearly communicate to staff regarding responsibilities, accountabilities and reporting arrangements
- MHS monitors and reports staffing key performance indicators (staff sickness rates, turnover rates)
- MHS has systems and support for:
 - induction
 - appraisal and personal development planning
 - clinical supervision
 - dealing with cases of poor performance
- MHS makes arrangements to ensure the deployment of appropriate staffing and skills:
 - minimum 'safe' numbers and mix
 - schemes of delegation and supervision (operating at night protocols for staff working in extended roles)
- MHS provides employee support services
- MHS learns from staff (staff attitude surveys, staff appraisal and feedback processes, exit interviews)
- MHS has a system to ensure clinical staff registration and qualifications are current

EDUCATION, TRAINING & PROFESSIONAL DEVELOPMENT

- MHS has a commitment to education, training and continuing professional development (CPD)
- MHS provides opportunities for and participation by staff and multidisciplinary teams in work-based training and CPD
- MHS has systems to ensure that mandatory training requirements are met

SYSTEM AWARENESS

TEAMWORK

COMMUNICATION

OWNERSHIP

LEADERSHIP

REVIEW PROCESS

