

Governance and Performance Update

Information Session

How it fits together with Australian standards

(as outlined in the Terms of Reference for Program and Local SQRM committees)

AS 8000-2003 Good governance Principles...

This standard recognises that there are general laws in place regulating how to comply with good governance principles. The essence of good governance is accountability. This standard focus' on governance problems that result from the separation of ownership and control i.e. **ownership** being institutional as well as the individual shareholders, and the **control** being provided by the board, in this instance MH executive group, Program management Team.

AS 8001-2003 Fraud and corruption Control

Managing business risk has for a number of years been accepted as an important governance issue. Many recent corporate collapses have as their root cause, a conflict between the objectives of the service and those of the custodians of a services assets and undertaking - the directors and senior executives. This has given rise to many incidents involving falsification of financial statements, excessive payments and a crisis of confidence within global equity industries. In the future, major fraud and endemic corruption within a service will be viewed as reflective of a failure of the service's controllers to discharge their governance obligations.

AS 8002-2003 Organisational Codes of Conduct

Is an important management tool, which can positively shape the culture of an service. A Code of Conduct sets out the standards of behaviour expected of staff. It is an important element in setting standards aimed at preventing corrupt and illegal practices within a service and a necessary ingredient in governance. (NMAHS CoC)

AS 8004-2003 Whistleblower protection Programs

Objectives are to encourage reporting of matters that may cause financial or non-financial loss or damage the service's reputation

Enable the service to effectively deal with reports from whistleblowers in a way that will protect the identity of the whistleblower and provide for safe storage of information

WA Clinical Governance Framework

These governance structures support all work conducted under the WA clinical governance framework and the 4 identified pillars

4 Pillars

1. Consumer Value

Encourages health services to involve their communities and stakeholders in maintaining and improving performance and planning for the future. **EG Consumer advisory groups, consumer focus groups**

2. Clinical Performance and Evaluation

Measuring outcomes and using best evidence **EG clinical indicators, KPI audits**

3. A Clinical Risk

Concentrates on minimising clinical risk and risk management by improving overall clinical safety: **EG AIMS reporting, (Sentinel Event investigation by RCA) infection control; Area OSH,**

Concentrates on minimising clinical and corporate real and prospective risks **EG Systems that Support Risk** Staff Training & Development, Financial (budgeting); Local and Area Risk Registers; SQRM Committees Human Resources (right skills mix); Performance Appraisal Model (skills); Quality; Accreditation ,OCP Reviews, Information Technology (PSOLIS, AIMS Reporting),Facilities Management (Phones, Work place inspections, swipe card doors

Risk Management process is outlined in the **Standards Australia AUS/NZ 4360:2004** as "the systemic application of management policies, procedures and practises to the tasks of communicating, establishing the context, identifying, analysing, evaluating, treating, monitoring and reviewing risk (Feb 2005, DoH, Health Risk Management - General Procedures Manual)**Also Supported by Treasurers Instruction 825** "requires that risk management be established as an ongoing, accountable management practise. It has the force of law and therefore must be observed by all departments and statutory authorities." (Feb 2005, DoH, Health Risk Management - General Procedures Manual)

4. Professional Development

Supports the selection and recruitment of clinical staff, ongoing professional development, Maintenance of professional standards and the control of new and innovative procedures; ensures the appointment of appropriately skilled staff and careful introduction of new procedures. **EG Competency Standards, continuing professional development**

See over page for framework