

Leading the way in clinical governance: learning from the ACCHS sector

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- **What is clinical governance?**
- **What kinds of strategies have demonstrated improvements in quality?**
- **The ACCHS sector and clinical governance**
- **Future areas of leadership**

Clinical governance is a **systematic** and **integrated** approach to ensuring services are accountable for delivering quality health care.

Good systems driving good care



The components of clinical governance individually may not make up to much. Each is rather a building block, or a coloured pane, in the construction of a larger and more significant work of art...Each component on its own is not enough.

van Zwanenberg & Harrison
Clinical Governance in Primary Care, 2003



Risk management



Audit



Patient involvement



Use of information



Ensuring clinical
competence



Education & training



Staff management

Clinical governance strategies

STRUCTURAL

Benchmarking:
PI's,
Accreditation
frameworks

REGIONAL NETWORKS/ ORGANISATIONS

Networking between services
and clinicians to support better
care, Citizen juries

PRACTICE

Breakthrough methodologies, ABCD, Practice
developed norms and guidelines, PDSA cycles,
Incident monitoring and response

Suddenly, everyone is talking about clinical governance....

- **3.1.3 Clinical governance**
- **Our practice has clear lines of accountability and responsibility for encouraging improvement in safety and quality of clinical care.**



Use of information



Staff management



Risk management

- **▶ A. Our practice has leaders who have designated areas of responsibility for safety and quality improvement systems**
- **▶ B. Our practice shares information about quality improvement and patient safety within the practice team.**

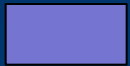
- Create integrated governance systems that maintain and improve the reliability and quality of patient care, as well as improve patient outcomes..



Ensuring clinical competence



Use of information



Risk management



Patient involvement



Staff management

- Care provided by the clinical workforce is guided by current best practice.
- Managers and the clinical workforce have the right qualifications, skills and approach to provide safe, high-quality health care.
- Patient safety and quality incidents are recognised, reported and analysed, and this information is used to improve safety systems.
- Patient rights are respected and their engagement in their care is supported

1. Building quality organisations

1.9 Safety and quality systems are integrated and are managed systematically with clear lines of accountability to ensure continuously improving performance.



Staff management



Risk management

2. Providing quality services and programs

2.2 Services and programs are provided in an effective, safe and responsive way to ensure positive outcomes for consumers and communities



Patient involvement



Use of information



Staff management



Risk management

Primary care indicators: Performance and Accountability Framework, May 2012

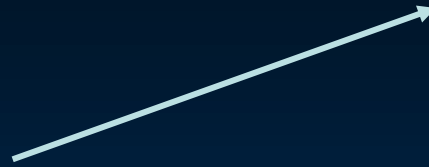
- • Effectiveness
- • Appropriateness
- • Quality
 - Safety
 - Responsiveness
 - Capability *
 - Continuity *
- • Sustainability *



What should the non-Indigenous primary care sector learn from the ACCHS sector?

- 1. Understand the strategies that support accountability to your patients.**

Who are you accountable to for the quality of your service?



Your funders



Your profession



Your community

What CG strategies are used for different accountability orientations?



KPIs/Bench-marking

Your funders

Accreditation/
Peer review

Your profession

Community engagement/
Priority setting, Local QI
activities

Your community

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KPIs/Bench-marking

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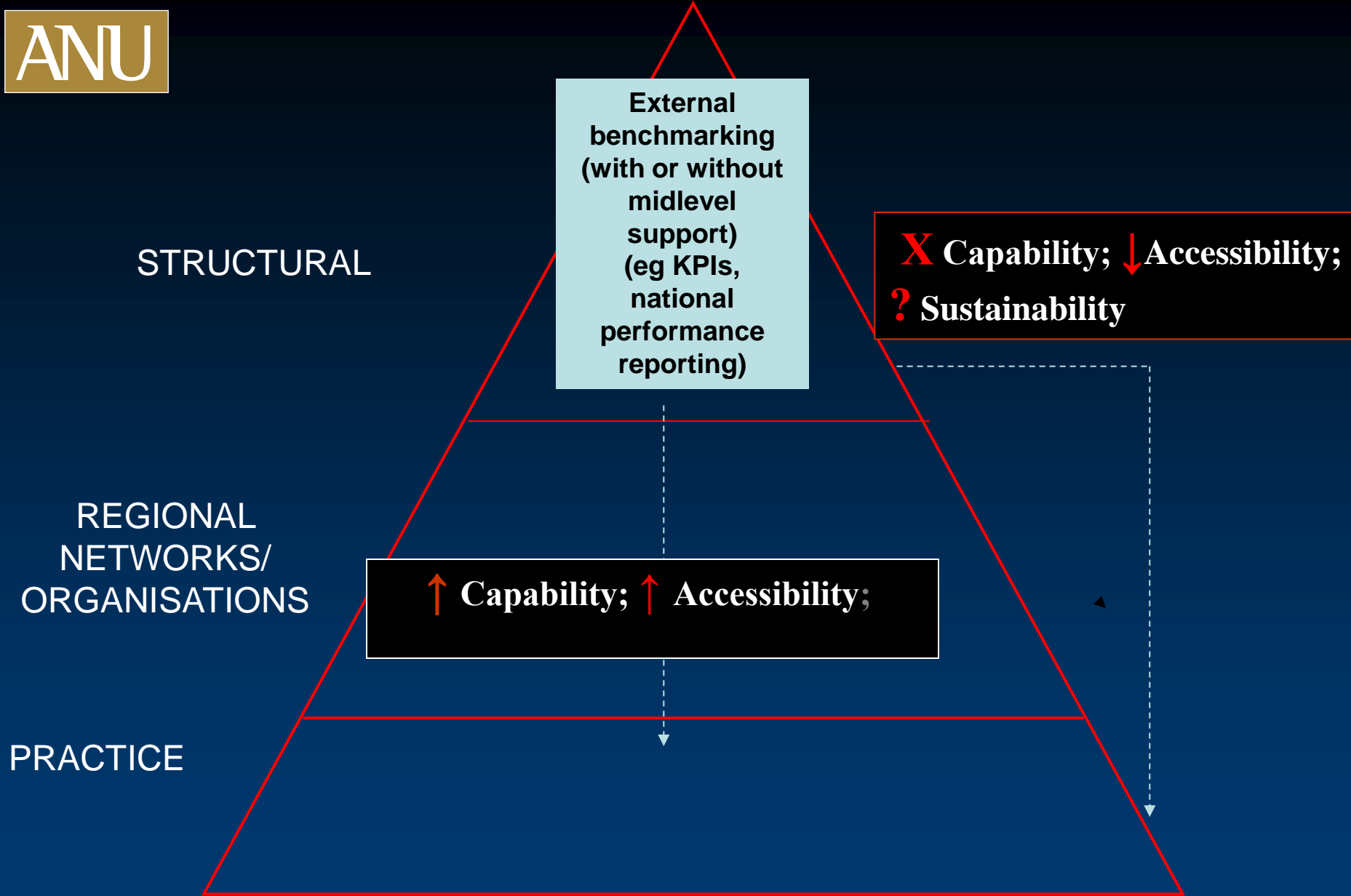
Your profession

Community engagement/
Priority setting, Local QI
activities

Your community

What should the non-Indigenous primary care sector learn from the ACCHS sector?

- 1. Understand the strategies that drive the accountability that matters.**
- 2. Be wary of top-down clinical governance approaches**



ACCHS Leadership

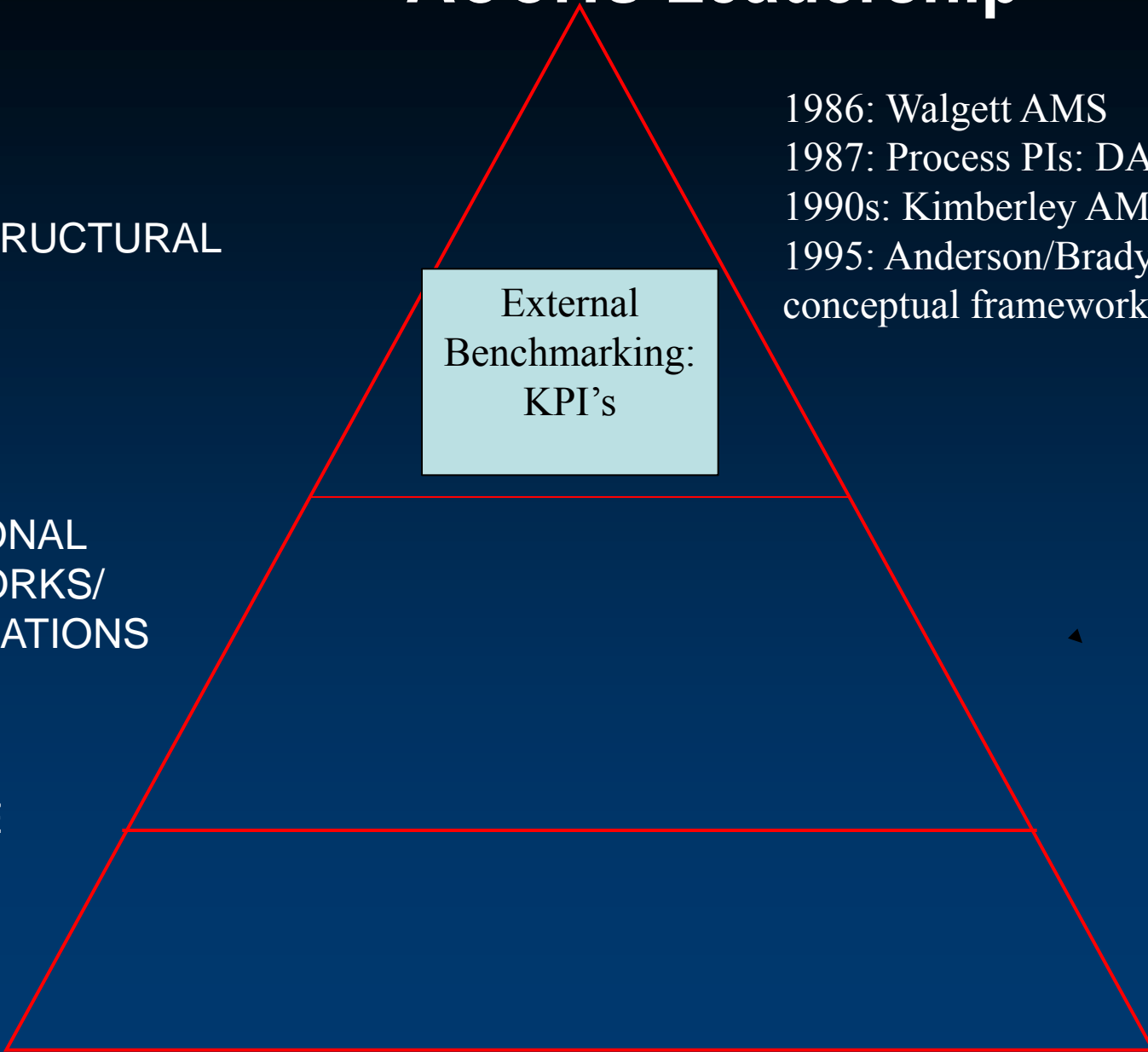
STRUCTURAL

External
Benchmarking:
KPI's

1986: Walgett AMS
1987: Process PIs: DAA
1990s: Kimberley AMS
1995: Anderson/Brady:
conceptual frameworks

REGIONAL
NETWORKS/
ORGANISATIONS

PRACTICE



What should the non-Indigenous primary care sector learn from the ACCHS sector?

- 1. Understand the strategies that drive the accountability that matters.**
- 2. Be wary of top-down clinical governance approaches**
- 3. Have an effective regional level organisation**
- 4. Have a good information system**

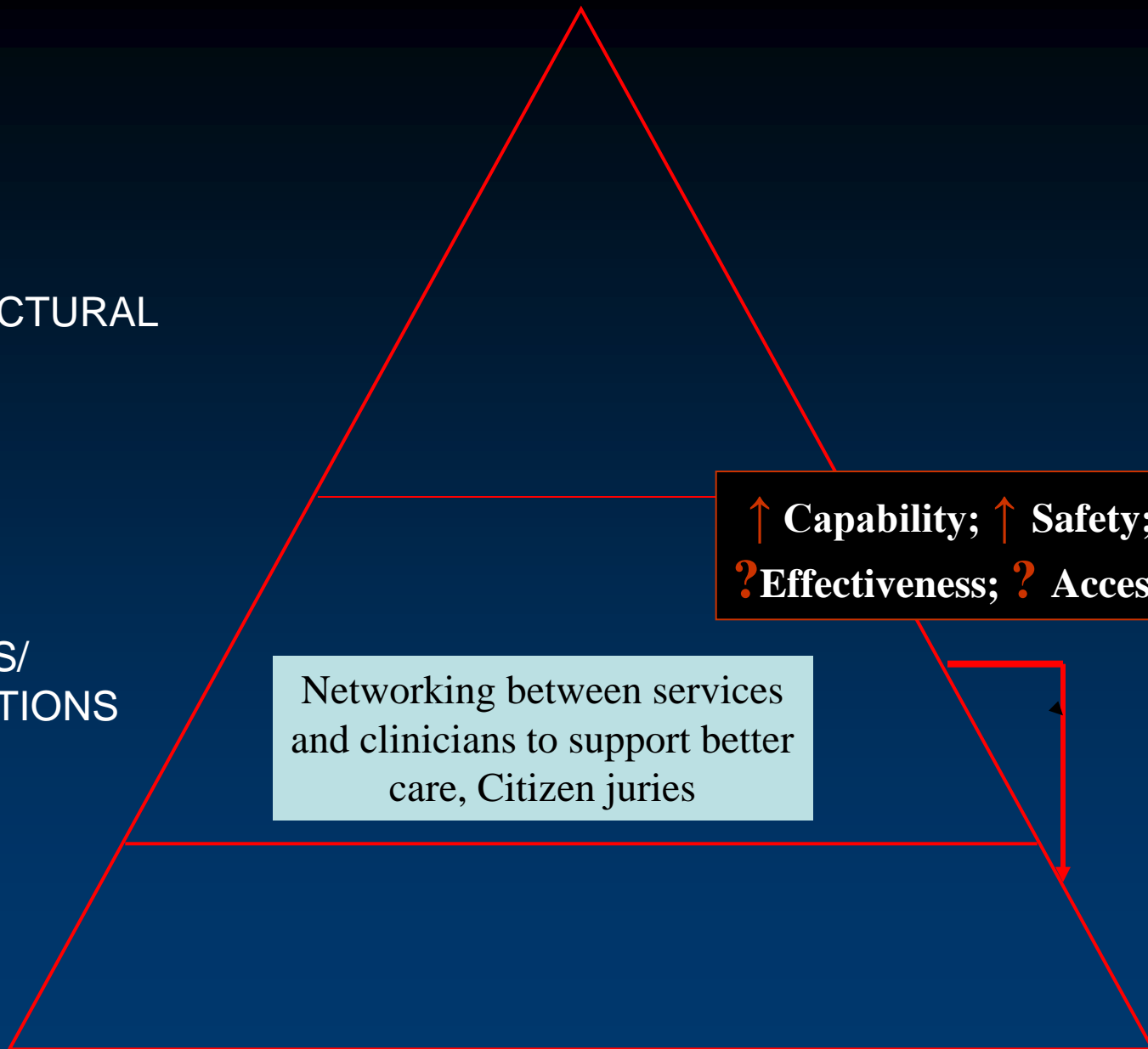
STRUCTURAL

REGIONAL
NETWORKS/
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PRACTICE

↑ Capability; ↑ Safety;
? Effectiveness; ? Accessibility

Networking between services
and clinicians to support better
care, Citizen juries



ACCHS Leadership

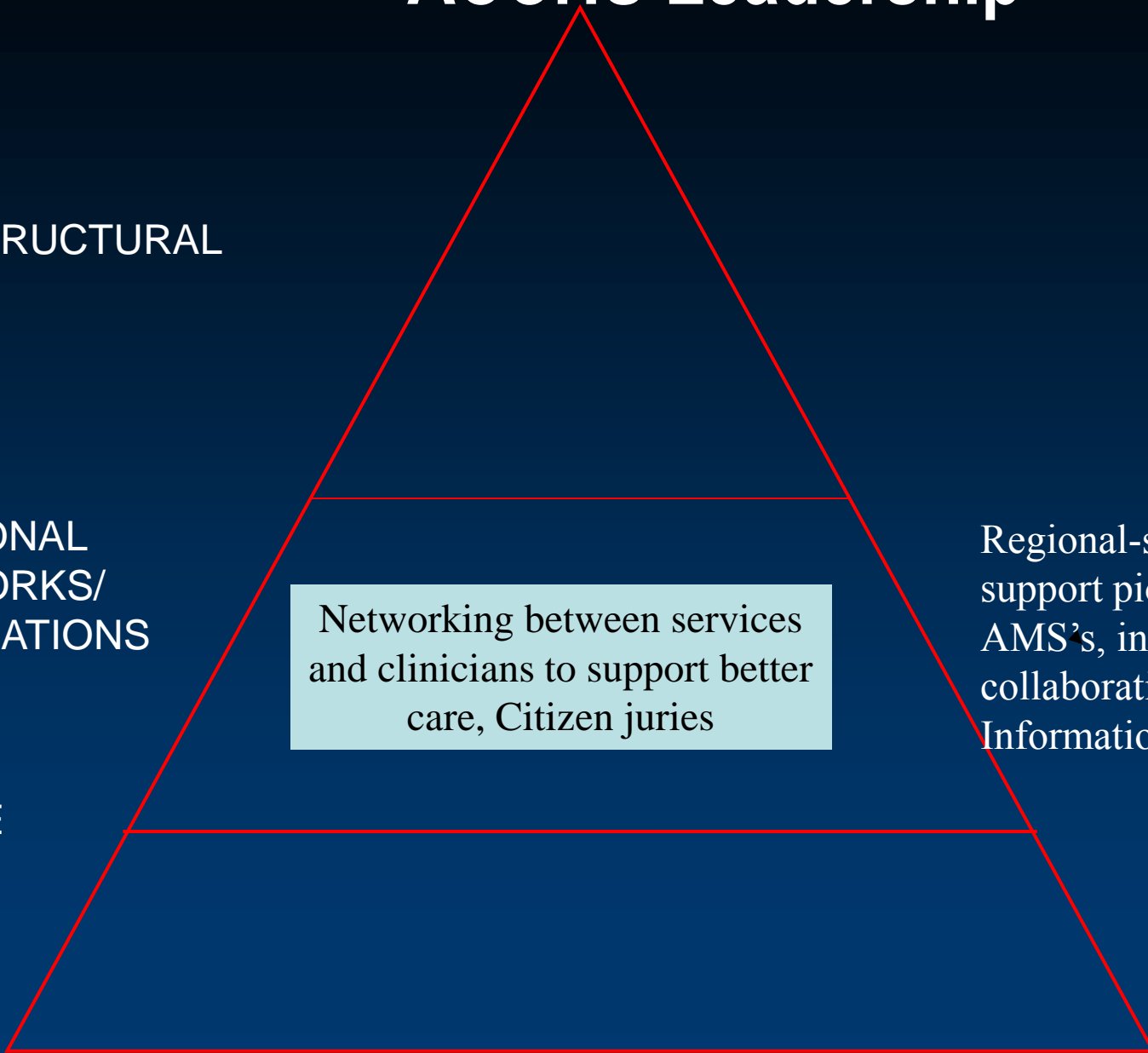
STRUCTURAL

REGIONAL NETWORKS/
ORGANISATIONS

PRACTICE

Networking between services and clinicians to support better care, Citizen juries

Regional-sector support pioneered by AMS's, including collaborative research, Information systems.



What should the non-Indigenous primary care sector learn from the ACCHS sector?

1. Understand the strategies that drive the accountability that matters.
2. Be wary of top-down clinical governance approaches
3. Have an effective meso-level organisation
4. Have a good information system
5. Understand that QI activities require specific personnel
6. Invest in and distribute knowledge

STRUCTURAL

REGIONAL
NETWORKS/
ORGANISATIONS

PRACTICE

Breakthrough methodologies, ABCD, Practice developed norms and guidelines, PDSA cycles, Incident monitoring and response

↑ Capability (chronic disease*;
prescribing) ↑ Safety;
? Effectiveness

ACCHS Leadership

STRUCTURAL

REGIONAL NETWORKS/
ORGANISATIONS

PRACTICE

Breakthrough methodologies, ABCD, Practice developed norms and guidelines, PDSA cycles, Incident monitoring and response

Specific personnel to assist in QI activities; ABCD; Guidelines.

ACCHS Leadership

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Meso-sector pioneered by AMS's, including collaborative research, Information systems.

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Specific personnel to assist in QI activities; ABCD; Guidelines.



- Patient engagement in good systems to drive good health care
- Leadership and personnel for good systems to drive good health care
- Developing standards for software that support good systems driving good health care
- Indicators that are incorporated and reinforce good systems driving good health care



Patient involvement



Staff management



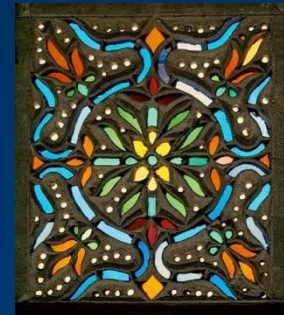
Use of information



Audit

Clinical governance is about our organisational conscience, our DNA, the things we do when we're not being supervised; it's about remembering whom and what we first came here for.

Sir Liam Donaldson 2003



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