

Metro South Health | Patient Safety and Quality Strategy 2021-2024

VISION To be Australia's exemplar public healthcare service
 PURPOSE Quality healthcare every day



We care about you

Metro South Health (MSH) is committed to providing safe, excellent, person-centred and effective care.

Safe health care involves reducing harm and unwanted variation in care for patients, providing a safe environment for staff to deliver the care, and ensuring cultural safety by being respectful and sensitive to all in our diverse community. Quality care is timely, effective, efficient, equitable and patient-centered.

Our Patient Safety and Quality Strategy sets out the opportunities we have to optimise collaboration, increase reliability of care and improve clinical outcomes. It is one of eight strategies that support the implementation of the MSH Strategic Plan.

The strategy is supported by the MSH Clinical Governance Framework which provides the foundations required to achieve the strategic objectives. All staff working within MSH, regardless of role, have a responsibility to contribute to a safe healthcare environment. By understanding these responsibilities identified in the Framework and aspiring to achieve the priorities identified in the Strategy we will build on the commitment at all levels of the health service to improve safety and quality.

Patients trust us with their lives and their health. We need to monitor outcomes and look for improvement opportunities to deliver the best care possible. We will continue to work together to understand what matters most to our community and be accountable to our patients and each other. Excellence in the delivery of healthcare is something we strive for together.



INTEGRITY | COMPASSION | ACCOUNTABILITY | RESPECT | ENGAGEMENT | EXCELLENCE

Metro South Health has adopted a set of organisational values that underpin the way we deliver care. By working within the framework of these values, we strive to deliver excellent and reliable care for our community every day.

OPPORTUNITIES

- Establish mechanisms to collaborate across the organisation to leverage innovation, increase efficiency and streamline initiatives that aim to improve the safety and quality of care
- Enhance data literacy to guide service planning, quality improvement and evaluation
- Build on the commitment at all levels of the organisation to improve the safety and quality of care
- Collaborate with consumers to identify opportunities for improvement of care delivery



Queensland Government

PERSON-CENTRED CARE



Promote a culture of collaboration and support to facilitate improvements in person-centred care

- Partner with consumers to improve the compliments and complaints process.
- Involve consumers in setting reporting metrics and targets.
- Increase consumer involvement in clinical incident analysis.
- Increase our capacity to deliver inclusive services, including to Aboriginal and Torres Strait Islander people
- Enlist consumers in all relevant MSH committees and working groups as equal and respected partners
- Develop a culturally responsive workforce by implementing NSQHS User Guide recommendations for Providing Care for Patients from Migrant and Refugee Backgrounds.

INDICATORS OF SUCCESS

- Patient Reported Experience Measures (PREMs) and Patient Reported Outcome Measures (PROMs) piloted.
- Introduction of a reporting and trending system for complaints and compliments monitoring across MSH
- MSH Clinical Incident Management Procedure developed to reflect consumer involvement.
- NSQHS Standards met for all actions relating to Aboriginal & Torres Strait Islander health.
- Increased number of consumers trained to ensure effective contribution to all committees

CONNECTING CARE



Support the workforce and consumers through networking, information sharing and standardising quality and safety approaches to provide a seamless journey

- Improve systems and processes for transferring care between hospitals, and between hospitals and community services within MSH.
- Develop a coordinated MSH approach to the adoption of the Australian Commission on Safety and Quality in Health Care (ACSQHC) Clinical Care Standards.
- Increase collaboration between Safety and Quality Units by establishing MSH-wide governance structures across all standards.
- Align policies and procedures across MSH.
- Engage with consumers in ways that protect and promote their human rights

INDICATORS OF SUCCESS

- Reduced number of clinical incidents related to inter-hospital transfers.
- All ACSQHC Clinical Care Standards implemented in MSH.
- Introduction of a MSH wide approach to addressing each of the 8 NSQHS standards.
- Standardised approach across MSH for the development and publication of policies and procedures which aims to reduce duplication and ensure relevant stakeholder engagement
- All procedures compliant with the Human Rights Act 2019

QUALITY CARE



Support and guide clinicians to use data to drive innovative evidence-based health care that is focused on improving patient outcomes

- Support continuous service improvement through Quality Improvement (QI) training, the development of supporting resources, and the monitoring of QI recommendation implementation.
- Increase data accessibility and develop strategies to increase workforce data literacy.
- Rationalise reporting requirements to identify potential efficiency gains.
- Identify a clinical variation analysis methodology that can be utilised to address all detected and reported unwarranted clinical variation.
- Review the analysis and reporting process for clinical incidents and ensure structures are in place to share key lessons learned.

INDICATORS OF SUCCESS

- Increased rates of staff trained in QI.
- Increased rates of staff trained in data literacy.
- Improvements identified and benchmarked utilising clinical variation analysis methodology.
- 100% of clinical incident analysis occurs utilising a standardised MSH process with learnings shared monthly at the Executive Safety and Quality Committee.
- All Clinical Directorates maintain national accreditation

SUSTAINABLE CARE



Identify opportunities to continue building a highly skilled and consumer focused workforce that supports contemporary models of care

- Embed our values to consolidate a culture where staff are confident to speak up for patient safety and empowered to improve quality of care through innovation.
- Grow research collaborations, output and translation
- Increase staff capacity to codesign and implement contemporary safety and quality programs with consumers.
- Utilise employee health and wellbeing measures to ensure the workforce feels safe and supported
- Optimise communication pathways for the management of risks and issues

INDICATORS OF SUCCESS

- Increased rate of positive responses relating to safety, health and wellness on Working for Queensland Survey
- New Clinical Governance Scorecard endorsed.
- Clinical Governance Framework 2021-2026 endorsed.
- Increased publications of clinician/academic research.
- Increased rates of staff trained in clinical redesign.
- Staff wellbeing benchmarked with peers.
- Risk Management Framework reviewed and endorsed