

Clinical Governance Framework

We are committed to providing the safe and high-quality healthcare experience that our patients expect and deserve. The specific things we need to do to ensure this are collectively known as Clinical Governance. Every staff member has a part to play and a responsibility to follow best practice to deliver compassionate person centred care, resulting in good clinical outcomes and an acceptable service experience.

Clinical Governance includes all of the principles, best practices, checks and balances we participate in every day to ensure patient safety and continuous improvement. The safety triad (fig. 1) informs our everyday practice to ensure the safety of patients, other staff and our organisation.

Our approach to Clinical Governance is underpinned by these five components of the [National Safety and Quality Health Service \(NSQHS\) standards](#).

- Patient safety and quality improvement systems – focusing on improving the work that we do
- Partnering with consumers
- Clinical performance and effectiveness –the right people with the right skills are supported to do their work and ensure value for money
- Governance, leadership and culture
- Safe environment for the delivery of care – a safe welcoming place for staff and consumers



Figure 1

In this framework, you will find:

- A graphic (fig. 2) showing that compassionate patient centred care is at the heart of this framework, supported by four key components – safety, quality, reliability and engagement. This is encompassed by Darling Downs Health governance structures and reinforced by our organisational values.
- The four key components of this framework broken down into core accountabilities for all staff.

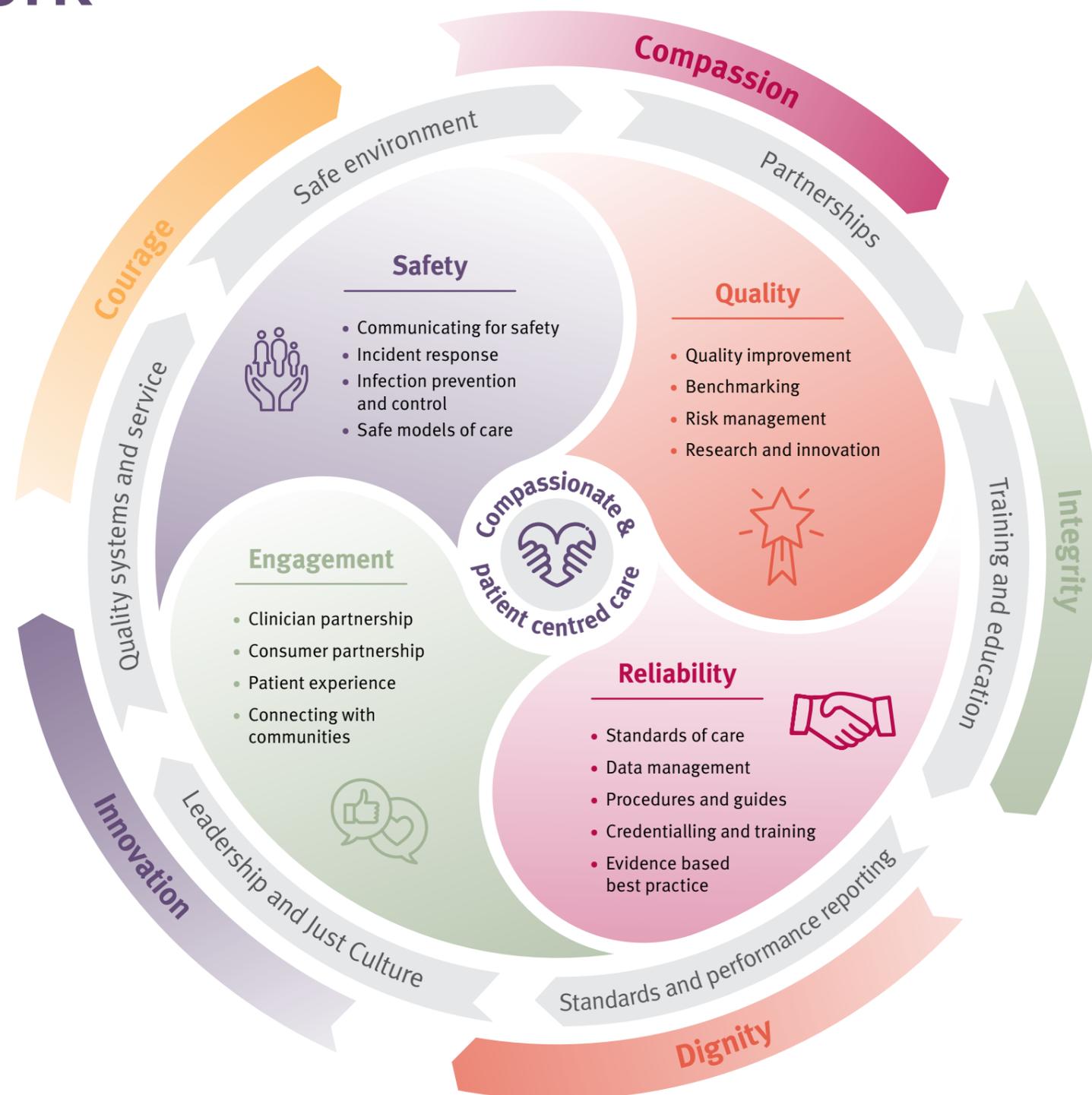


Figure 2

Our Accountabilities



Safety

Patient Safety

- I will ensure all my patient interactions are safe

Incident Management

- I will identify and report any variance in patient care
- I will investigate/develop solutions to reduce/prevent reoccurrence

Clinical Risk

- I will mitigate risk wherever/whenever possible
- I will escalate any concerns

Infection Prevention & Control

- Hand washing is my priority
- I will follow best practice to prevent transmission of diseases

Staff Safety

- I will ensure I maintain a safe environment and that my interactions with other staff are safe



Quality

Quality Improvement

- I will seek opportunities to enhance quality care
- I work together with my team to make improvements

Better Everyday

- I support best practice everyday
- I understand my work and how it is informed by quality systems

Research and Innovation

- I create an environment that fosters innovation
- Research and evidence based practice is important to me



Reliability

Performance Driven

- I will review data for trends and identify areas for correction and or improvement
- I will collect data to ensure we are compliant with required practice
- I will follow Darling Downs Health procedures

Documentation

- I will follow established documentation procedures
- I will accurately record details of the patient's journey

Training

- I will maintain currency of my registration and skills
- I will work within my scope of practice
- I undertake continuous education to maintain and enhance my clinical skills

Skilled Workforce

- I am competent and confident in my practice
- I am responsible for my performance



Engagement

Clinician Engagement

- I will participate in decision making that guides clinical care
- I will act in accordance with Darling Downs Health values

Consumer Engagement

- I will put the patient at the centre of every decision
- I will support the patient's right of choice in their care
- I will involve the consumer in health service planning

Healthcare Experience

- I will actively seek the opinion of consumers
- I want to improve my patient's experience

Connecting with communities

- I value community and respect the role cultural diversity and inclusion has in healing and health
- I promote wellness by partnering with our communities
- I develop programs that identify and address our most at risk populations including; the frail, the vulnerable and those with chronic disease