

The importance of Clinical Governance *Quality, Safety and Patient Experience at Cabrini*



What is Clinical Governance?

Good governance is essential to improving the safety and quality of healthcare services. It determines how health services are delivered and has a direct impact on the safety and quality of care. (Australian Council on Health Care Standards).

In Australia clinical governance has been defined as “the system by which the governing body, managers and clinicians share responsibility and are held accountable for patient care, minimising risks to consumers and for continuously monitoring and improving the quality of clinical care” (Australian Council on Healthcare Standards, 2004).

[Cabrini’s Clinical Governance Framework](#) provides an outline of the principles that support excellence and good governance of healthcare, the main principles include:

- Patient and family experience
- Strategic planning
- Continued improvement and evaluation of our care and services
- Accountability by our leaders and staff for their roles and responsibilities in relation to clinical care
- Building and maintaining a culture where patient safety and quality care is given priority throughout the organisation
- Measuring our performance and analysing our results
- Planning for the future and allocating resources to ensure that we can continue to improve the safety and quality of all healthcare delivered by Cabrini

All staff at Cabrini are responsible for quality, safety and patient experience. Cabrini encourages patients, families and carers to contribute to making our systems and processes safer as well as participating in decisions about their own healthcare and managing their individual risks.

What is quality and safety?

At Cabrini we put the safety of our patients and residents first and look for opportunities to improve our care and services.

Quality and safety are paramount at Cabrini. A culture of quality improvement requires strong governance. Cabrini’s clinical governance structure includes our Patient Experience and Clinical Governance Board Committee and a range of risk committees.

Our planned approach to continuous quality improvement involves reviewing and improving each stage of the patient journey and includes audit, feedback, service redesign activities and innovation. Our quality improvement approach ensures ongoing development of strategies and measures to enhance safety for patients and residents, minimise risk and optimise service quality.

Cabrini’s promise to our patients, residents, families and each other includes the following key principles:

- We put patient and resident safety first
- We ask questions to understand the problem
- We admit when we make a mistake and seek a solution
- We look for opportunities to improve our care and services

What is patient and family experience?

The patient and family experience is at the centre of Cabrini’s Clinical Governance Framework.

The patient experience describes how we deliver healthcare and services to our patients, families, residents and carers.

- So that we can deliver an outstanding patient and family experience we must focus on:
- The delivery of care and services in line with our mission and values
- Providing excellent clinical care and services

- Supporting patients and, where appropriate, their families and carers to participate in decisions about their healthcare
- Partnering with our patients, residents and families to improve our care and services, ensuring that they meet the needs of our community

The role of accreditation

To ensure that healthcare organisations provide safe, quality care and services, hospitals and healthcare facilities must undergo an accreditation process with external surveyors.

Cabrini's hospitals, facilities and services all hold the necessary accreditation with the relevant authorities. This means we meet – and in some cases exceed – the high standards which the community can rightly expect.

Different services within Cabrini are accredited or certified by a range of appropriate authorities, for more information please visit Cabrini's Our Quality Your Safety webpage (<https://www.cabrini.com.au/about-us/Our-Quality-Your-Safety/>).

The importance of healthcare rights for patients and carers

Patient and carer involvement in their own health and treatment is a key component of safe and quality care

Cabrini supports the *Australian Charter of Health Care Rights* which describes the seven rights of patients, families and carers regarding the healthcare that they receive throughout the Cabrini organisation and each of its services.

Patients, consumers, healthcare providers and health service organisations all have important parts to play in achieving healthcare rights.

These rights include:

1. Access – the right to healthcare.
2. Safety – the right to safe, high quality care.
3. Respect – the right to respect, dignity and consideration.
4. Communication – the right to be informed about services, treatment, options and costs
5. Participation – the right to be included in decisions and choices about care.
6. Privacy – the right to privacy and confidentiality of patient information.
7. Comment – the right to comment on care and have concerns addressed.

To learn more about your role in relation to healthcare rights, please read Cabrini's *Your Rights and Responsibilities* brochure or visit the Australian Commission for Safety and Quality website.

How can I help make a difference?

At Cabrini, we want to work with our patients, residents, carers and community members, to help us improve our services to achieve our vision of being 'the first choice for care'. There is significant evidence that consumer participation leads to improvements in the quality, safety and accessibility of healthcare services.

We are committed to promoting and strengthening patient and family participation across the organisation, in order to improve patient care and services, increase satisfaction among patients and families and improve our responsiveness to patients, families/carers and community members.

Cabrini's Patient and Family Register is our formal way of obtaining feedback about Cabrini's plans and services. If you are a past patient, carer or family member, who has had direct experience of Cabrini's care and would like to make a difference to our health service, we are keen to hear from you. Information on the Register is available on our website (<https://www.cabrini.com.au/about-us/patient-and-family-register/>) or you can email us at feedback@cabrine.com.au or call us on (03) 9508 3553.

Cabrini also engages with patients and carers through informal avenues. Consumers who use our services may be approached to respond to a questionnaire, to review patient information materials or participate in one of our clinical audits.