

Clinical Governance Framework

A robust framework that ensures everyone is accountable for the principles, standards, systems and processes which enable better care for our patients in Queensland.

Our patients Caring for Queenslanders

enable better care for

Clinical performance and effectiveness

Performance management framework

Identifying, evaluating and developing the performance of employees

- QAS Performance Management Framework

Credentialing and scope of practice

Processes to verify the qualifications, experience, professional standing and other relevant professional attributes of clinicians

- QAS Procedure - Credentialing

Coaching and support

The process by which individuals support and coach the development of others with improved quality of care

- QAS Procedure – Quality and Safety Coaching

Learning and development

Learning and development empowers clinicians to govern their own clinical improvement

- Registered Health Practitioner Standards on continuing professional development
- QAS delivered education plans and packages

Research

A commitment to research and an evidence-based approach to delivering excellent health care to Queenslanders

- QAS Research and Innovation Agenda 2022-2024

Clinical guidelines

The development of clinical guidelines that are consistent with contemporary standards of clinical practice, ethical and regulatory requirements, and community expectation

- QAS Clinical Policy Development Unit - Clinical Guideline Development Work Instruction
- HCC program content and document development procedures

Safe environment for the delivery of care

Maximising safe quality care

Health and safety is foundational within leadership, culture, work environment and work design.

- QAS Health and Safety Strategy 2019-2023
- QAS Infection Control Framework

Partnering with consumers

Partnerships in care and organisational governance

- Hearing and understanding both the patient and consumer perspectives through active engagement.
- QAS Consumer Engagement Framework *
- QAS Complaints Management Framework
- QAS Corporate Governance Policy – Human Rights
- QAS Clinical Incident Management Plan – Open Disclosure

Governance, leadership and culture

Governance and leadership

Continuous quality improvement maximising outcomes and efficiencies

- QAS Better Care Strategy *

Well-designed systems for identifying and managing risk

Providing assurance of patient safety and quality clinical service delivery

- QAS Risk Management Framework

Culture

Building and maintaining a safe and just culture.

- QAS RESPECT Steering committee
- QAS Cultural Safety Committee

Patient safety and quality systems

Codes of Practice, policies, plans and procedures

Strategic and operational planning which reflects a modern, effective and dynamic organisation

- QAS Drug Management Code of Practice

Applying legislation

Interpreting and applying legislation or government wide priorities into practical terms for the QAS

- QAS Substance Management Plan
- QAS Infection Control Management Plan

Patient safety and quality improvement

A robust safety culture that relies on key participant groups from Consumers through to Executive positions

- QAS Statewide Safety and Quality Committee
- QAS Regional Operational Governance Committees
- QAS Patient Safety Strategy *

Professional standards

Clinicians practice in a manner which authentically fulfils a health profession's professional expectations

- Registered Health Practitioner Codes of Practice
- National Code of Conduct for Health Care Workers (Qld)

Clinical audit and review

Improving the quality of care through monitoring, evaluation and learning

- QAS Procedure – Clinical Audit and Review

Reflective practice

Clinicians regularly reflect not only on their clinical practice and its effectiveness, but also their patient interactions and peer interactions

- Guided Self-reflections and peer review

Incident investigation

Increasing the efficacy of analysis by supporting those involved in managing and learning from patient safety incidents

- QAS Clinical Incident Management Plan
- QAS Policy – Clinical Incident Management

Complaints management and feedback

The organisation utilises complaints and feedback to inform improvements in safety and quality

- QAS Complaints Management Framework

Our systems and processes

achieved through

Governance, leadership and culture

Leaders across the QAS will establish and use clinical governance systems to improve the safety and quality of health care for patients.

Partnering with consumers

Patients and consumers will be encouraged to be involved in partnerships in their care and within QAS organisational design and governance

Patient safety and quality systems

The QAS will actively manage and improve the safety and quality of health care for patients by integrating safety and quality systems with governance processes

Clinical performance and effectiveness

The QAS will ensure its workforce has the right qualifications, skills and supervision to provide safe, high-quality health care to patients

Safe environment for the delivery of care

The QAS will maintain environments that promote safe and high-quality health care for patients

Our standards¹

achieved through

Integrity

We act impartially, ethically and in the interests of the QAS and the community; we model professionalism, our behaviour and conduct with a commitment to excellence in care.

Leadership

We demonstrate clinical leadership through an agency-wide commitment to good clinical governance and continued quality improvement.

Accountability

We are answerable for our decisions. We have clear roles and responsibilities, and measurements of clinical performance. This encompasses the obligation to report, explain and be answerable for resulting consequences of our care.

Transparency

We ensure transparency in our clinical decision making and when communicating with our patients and consumers.

Efficiency

We ensure the best clinical care utilising the best use of resources, with a commitment to evidence-based strategies for improvement.

Our principles

accountable for

Governing body

The QAS Commissioner and Senior Executive group ensure safe high quality-care by establishing a strong safety culture through an effective clinical governance framework and associated strategies and plans that focus on continued quality

Managers

Corporate and clinical managers advise and inform the governing body ensuring the systems that support safe high-quality care are well designed and perform appropriately

Patients and consumers

Patients and consumers participate as partners to the extent they choose, in their own care and within the QAS design and governance

Clinicians

Clinicians and Emergency Medical Dispatchers work within well designed clinical systems supporting and delivering safe, high-quality clinical care

Our people¹

¹Australian Commission on Safety and Quality in Healthcare. National Model Clinical Governance Framework. Sydney: ACSQHC; 2017

* Indicates a governance document under development

