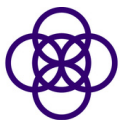


CLINICAL GOVERNANCE PROGRAM

ORGANISATIONAL SELF-ASSESSMENT

This training is supported by Primary Health Tasmania (Tasmania PHN) through the Australian Government's primary health networks program.

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This template can be used to self-assess your service against the actions described in the Primary and Community Healthcare Clinical Governance Standard. For ideas, see the Worked Examples document. Actions should be implemented where they are relevant to the delivery of safe and high quality health care for patients. Not all actions may be applicable to your service.

Governance, Leadership and Culture: Self-Assessment

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Governance, leadership and culture				
1.01 The healthcare service:				
a. Has a culture of safety and quality improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Partners with patients, carers and consumers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Sets priorities and strategic directions for safe and high-quality clinical care, and ensures that these are communicated effectively to the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Establishes and maintains a clinical governance framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Clearly defines the safety and quality roles, responsibilities and accountabilities of those governing the healthcare service, management, and the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Monitors and reviews the safety and quality performance of the healthcare service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Considers the safety and quality of health care for patients in its business decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Establishes and maintains systems for integrating care with other service providers involved in a patient's care Strategic, policy and corporate governance documents contain an explicit commitment to clinical quality and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Governance, Leadership and Culture: Review

Observations	Opportunities for improvement



Patient Safety and Quality Systems: Self-Assessment

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Policies and procedures				
1.02 The healthcare service uses a risk management approach to:				
a. Establish and maintain policies, procedures and protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Make policies, procedures and protocols easily available to the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Monitor and take action to improve adherence to policies, procedures and protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ensure compliance with relevant safety and quality legislation, regulation and jurisdictional requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Measurement and Quality Improvement				
1.03 The healthcare service uses a range of data to:				
a. Identify priorities for safety and quality improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Implement and monitor safety and quality improvement activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Measure changes in safety and quality outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Provide timely information on safety and quality performance to patients, carers and families and the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk Management				
1.04 The healthcare service:				
a. Supports the workforce to identify, mitigate and manage safety and quality risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Patient Safety and Quality Systems: Self-Assessment (continued)

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
b. Documents and routinely monitors safety and quality risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Plans for, and manages, ongoing service provision during internal and external emergencies and disasters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incident management and open disclosure				
1.05 The healthcare service has an incident management system that:				
a. Supports the workforce to recognise and report incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Supports patients, carers and families to communicate concerns or report incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Involves the workforce in the review of incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Provides timely feedback on the analysis of incidents to the workforce and patients, carers and families who have communicated concerns or incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Uses the information from the analysis of incidents to improve safety and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Incorporates risks identified in the analysis of incidents into the risk management system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Regularly reviews and acts to improve the effectiveness of the incident management and investigation systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.06 The healthcare service uses the Australian Open Disclosure Framework when a patient is harmed through the delivery of health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Patient Safety and Quality Systems: Self-Assessment (continued)

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Feedback and complaints management				
1.07 The healthcare service:				
a. Seeks feedback from patients, carers and families about their experiences and outcomes of health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Has processes to regularly seek feedback from the workforce on their understanding and use of the safety and quality system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Uses feedback to improve safety and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.08 The healthcare service:				
a. Provides opportunities for its patients to report complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Has processes to address complaints in a timely way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Uses information from the analysis of complaints to improve safety and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient populations and social determinants of health				
1.09 The healthcare service identifies patient populations using its service at greater risk of avoidable differences in health outcomes, including:				
a. People of Aboriginal and Torres Strait Islander origin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. People with disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. People with diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.10 The healthcare service uses information on its patient populations to inform planning and delivery of health care for patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Patient Safety and Quality Systems: Self-Assessment (continued)

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Healthcare records				
1.11 The healthcare service has a healthcare record system that:				
a. Makes the healthcare record available to healthcare providers at the point of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Supports healthcare providers to maintain accurate and complete healthcare records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Complies with privacy and security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Supports audits of healthcare records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Facilitates a patient's access to their healthcare record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.12 The healthcare service has processes to:				
a. Receive and review reports on patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Recall patients and communicate about reports and health care options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Take action on reports in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Document reports in a patient's healthcare record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.13 The healthcare service using My Health Record has processes to:				
a. Use national healthcare identifiers for patients and healthcare providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Use standard national terminologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Support healthcare providers to use My Health Record to optimise the safety and quality of health care for patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Patient Safety and Quality Systems: Self-Assessment (continued)

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
1.14 The healthcare service providing clinical information to the My Health Record system has processes to:				
a. Comply with legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ensure the accuracy and completeness of information uploaded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Patient Safety and Quality Systems: Review

Observations	Opportunities for improvement



Clinical Performance and Effectiveness: Self-Assessment

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Safety and Quality Training				
1.15 The healthcare service:				
a. Provides its workforce with orientation and training to their safety and quality roles on commencement with the service, when safety and quality responsibilities change and when new healthcare services are introduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Identifies the training needs of its workforce to meet the requirements of these standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ensures its workforce completes training to meet its safety and quality training needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.16 The healthcare service supports its workforce to provide culturally safe services to meet the needs of its Aboriginal and Torres Strait Islander patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and quality roles and responsibilities				
1.17 The healthcare service has processes to support its workforce to understand and fulfil their assigned safety and quality roles and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluating performance				
1.18 The healthcare service has valid and reliable review processes for the workforce that:				
a. Are used to regularly review their performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Identify needs for training and development of safety and quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Clinical Performance and Effectiveness: Self-Assessment (continued)

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Scope of clinical practice				
1.19 The healthcare service has processes to ensure that healthcare providers have the qualifications, knowledge and skills required to perform their role by:				
a. Describing the scope of clinical practice for healthcare providers practising in the healthcare service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Monitoring healthcare providers' practices to ensure they are operating within their designated scope of clinical practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Reviewing healthcare providers' scope of clinical practice when a clinical service, procedure or technology is introduced or substantially altered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evidence-based care				
1.20 The healthcare service:				
a. Provides its healthcare providers with ready access to best practice guidelines and available evidence, clinical care standards developed by the Australian Commission on Safety and Quality in Health Care and decision support tools relevant to their clinical practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Supports its healthcare providers to use best practice guidelines and available evidence, clinical care standards developed by the Australian Commission on Safety and Quality in Health Care and decision support tools relevant to their clinical practice to deliver best practice care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Clinical Performance and Effectiveness: Self-Assessment (continued)

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Variation in care delivered and health outcomes				
1.21 The healthcare service supports its healthcare providers to:				
a. Monitor and review care delivered against relevant best practice care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Explores reasons for variation of health care from best practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Uses information on unwarranted variation from best practice to improve health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Clinical Performance and Effectiveness: Review

Observations	Opportunities for improvement



Safe Environment for the Delivery of Care: Self-Assessment

Action	Planning in progress	Currently implementing	Established	N/A or Unsure
Safe environment				
1.22 The healthcare service maximises safety and quality of health care:				
a. Through the design of the environment and management of the location where health care is provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. By providing access to an environment, devices and equipment that are fit for purpose and well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. By ensuring patients' privacy when health care is provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.23 The healthcare service identifies areas that have a high risk of unpredictable behaviours and develops strategies to minimise the risks of harm to patients, carers, families, consumers and the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.24 The healthcare service supports patients to access health care, including patients from diverse backgrounds and patients with disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.25 The healthcare service provides a culturally safe environment that recognises the importance of the cultural beliefs and practices of Aboriginal and Torres Strait Islander people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

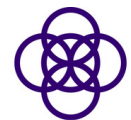


Safe Environment for the Delivery of Care: Review

Observations	Opportunities for improvement

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