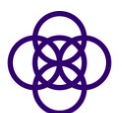


# CLINICAL GOVERNANCE PROGRAM

VISION CONSULTATION AND DEVELOPMENT  
PROCESS

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

Supported by



Emerson Health

This template can be used to develop a Clinical Governance Vision for your service. There is no single right way to conduct a consultation process like this.



This is one example to help you get started - see the Worked Examples document for ideas if needed.

<b>Service name:</b>	<b>Date:</b>
<b>1. Identify your stakeholders</b>	
<ul style="list-style-type: none"><li>• Ensure you have representation from patients and consumers, potentially their families if appropriate, your front-line staff, clinicians and administrative staff, and the leadership team.</li><li>• Decide whether you will meet with everyone individually or complete this as a group activity.</li></ul>	
<b>2. Warm up your stakeholders</b>	
<ul style="list-style-type: none"><li>• If it is a group session, you may want structured slides to present what has happened in the clinical governance space within your organisation and what the Primary and Community Healthcare Standards are.</li><li>• If it is a one-on-one chat, you might give a verbal summary version so people have some background.</li><li>• Ensure you explain why their views are important.</li><li>• Arrange post-it notes and markers as you will need them for the activity.</li></ul>	



### 3. The Miracle Question

- This question asks people to consider what an alternate reality might look like - in which things are different, better, and challenges are resolved.
- Pause and let people reflect on the question that you have asked.
- Ask, "What is it that has changed?"
- Write one idea on each post-it note.

### 4. Group the answers and ideas

- Assemble and group your post-it notes together in ways which make sense.

### 5. Describe your service once the improvements are in place

- Look at the improvements, and consider how you might describe your service when they are in place.
- This description is your vision.
- The ideas - if they are supported by your leadership team - will also help inform your improvement program.



## 6. Sense check your vision against the characteristics of a vision

- Is it ambitious?
- Is it feasible?
- Is it broad?
- Is it strategic?
- Refine your vision as required to meet the characteristics of a vision.

Ambitious



Feasible

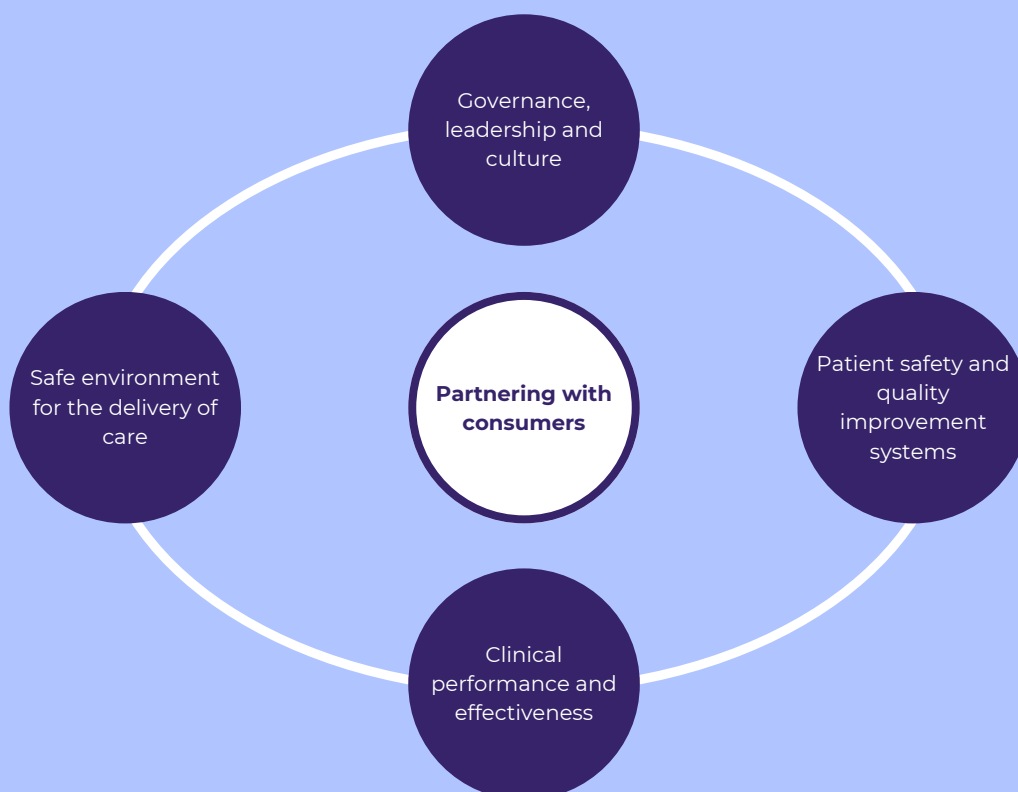


Broad



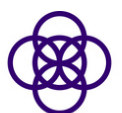
Strategic

Consider the Clinical Governance Framework when developing your vision.



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

Supported by



Emerson Health