



*SOUTH EASTERN HEALTH*

## **Quality Improvement Framework February 1999**

### **1. Quality Mission**

The Mission of the South Eastern Health is **Good health care, better health**

### **2. Quality Position Statement**

Our ability to measure our achievement of good health care and better health is largely dependent on having a framework in place for ensuring continuous quality improvement throughout the Area.

The aim of quality improvement in South Eastern Health is to make a demonstrable difference.

### **3. Quality Improvement in South Eastern Health**

The two principles of the Quality Improvement framework of South Eastern Health are:

- **Quality improvement is intrinsic to all services**
- **All services are able to demonstrate continuous quality improvement**

Quality improvement is a continuous process of planning, doing, measuring and improving. It involves:

- **Committed leadership and management**
- **The participation and understanding of everyone in the organisation**
- **Consumer input and focus**
- **Measurement of performance**

All services in South Eastern Health will demonstrate their commitment to continuous quality improvement using formal evaluation systems, such as ACHS, EQuIP, ISO 9000 and professional college review systems, as well as implementation of best practice guidelines and alternative evaluation methods relevant to local circumstances.

#### 4.0 Quality Improvement Accountability

The role of the *South Eastern Health Board* is to

**ensure a system of quality improvement is in place that is consistent with the values and the goals of the organisation.**

The role of the *Clinical Services Policy and Planning Unit* is to

**provide the secretariat for the Board and the Area Quality Improvement framework**

It is the responsibility of the *staff members* in South Eastern Health to

**maintain quality of service and quality of care as integral to their work ethic**

It is the responsibility of *managers* in South Eastern Health to provide leadership, assess their facilities and programs and report at least annually to the Area Board's Quality Council on:

- **Notable improvements etc**
- **Action plans for addressing identified areas of concern**
- **Dimensions of quality:**
  - Consumer involvement in decision making
  - Access
  - Appropriateness
  - Safety
  - Effectiveness
  - Efficiency

- **Cross dimensions of quality:**
  - Continuity of care
  - Competence of providers
  - Information management
  - Education and training for quality
  - Accreditation
- **NSW Health Department Indicators in these dimensions and how use of particular indicators is improving quality**

The *Quality Council* of the South Eastern Health Board is responsible for:

- Advising the Board on progress in quality of care including specifically the appropriateness, safety and consumer focus of the services delivered in South Eastern Health
- Promoting a culture of continuous quality improvement in all Area activities
- Determining priorities for quality improvement in the Area
- Formulating a coordinated organisational approach to ensuring quality
- Monitoring progress of quality improvement
- Identifying consumer perspectives of quality health care and incorporating these into the quality improvement framework in the Area
- Developing evaluation mechanisms for demonstrating quality improvement

The Quality Council *membership* comprises

- Board members (chairman)
- Senior Management Staff
- Clinicians/ Opinion leaders
- Health Care consumers/ Consumer advocates
- General Practitioners
- Executive support from Clinical Services Policy and Planning Unit