

CLINICAL GOVERNANCE

IN AGED CARE

YOUR GUIDE TO THESE KEY AREAS:

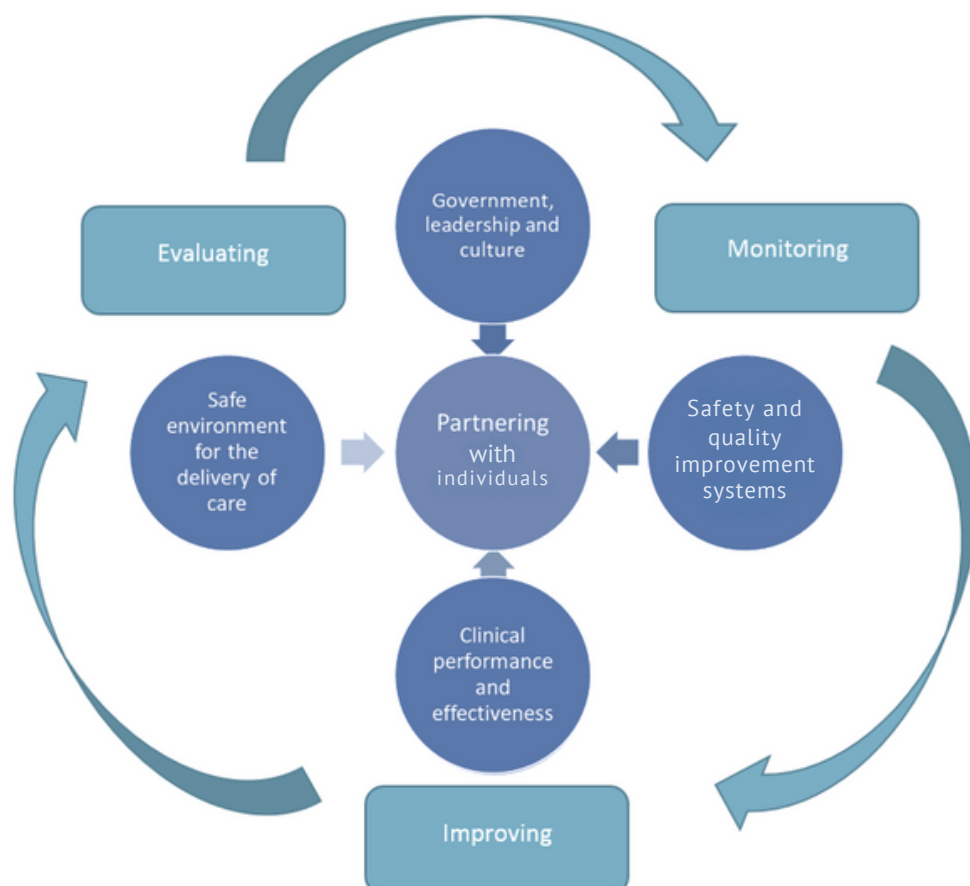
- Governance, leadership and culture
- Partnering with individuals
- Roles and responsibilities of workers
- Safety and quality improvement systems
- Clinical performance and effectiveness
- Safe environment for the delivery of care

WHAT IS CLINICAL GOVERNANCE?

Clinical governance is the set of relationships and responsibilities between a service and its stakeholders to guarantee good outcomes and continuously strive to improve clinical care for individuals.

Clinical governance is one of the key areas that ACQSC assessors will be looking at when visiting your service for an assessment contact.

Read on to find out what good clinical governance looks like in practice, and how our suite of resources can help your service implement robust clinical governance processes. You might also like to take a look at our [blog post](#) for further detail.



KEY AREAS OF CLINICAL GOVERNANCE

Governance, leadership and culture

Leaders at all levels in the service should use clinical governance systems which improve the safety and quality

of care for individuals. Leaders should foster a culture of openness, partnership, learning and continuous improvement. A strong organisational culture will support your aged care workers to deliver their best.

Safety and quality improvement systems

Safety and quality systems should be integrated with governance processes so that organisations

can actively manage and improve the safety and quality of care for individuals. Risks should be identified and managed proactively, and incidents should be recorded and acted on.

Partnering with individuals

Individuals should be involved as partners in their own service delivery, and contribute to planning and decision making

through a co-design approach. Processes should ensure that the needs of individuals who do not have family or other representatives are recognised and served.

Clinical performance and effectiveness

Aged care workers should have the right qualifications, skills and supervision to provide safe, high quality care. When

clinical care is delegated to personal care workers, they should be trained and supervised by health practitioners, or work under their direction.

Roles and responsibilities

All workers should be accountable for their contribution to the safety and quality of care delivered. In

aged care, this means designating roles for the governing body, executives and managers, health practitioners, personal care workers, and other workers.

Safe environment for the delivery of care

The environment should promote safe and high-quality care. This includes thoughtful design, and

the maintenance of buildings, equipment, and infrastructure that are fit for purpose. The environment should be culturally welcoming, and allow for flexible visiting arrangements.

KEY AREAS + RESOURCES

In addition to our self-assessment for the Strengthened Aged Care Quality Standards, we also have a separate self-assessment relating to Clinical Governance in Aged Care.

You can use this self-assessment to better understand and track the core elements of clinical governance, and the roles and responsibilities of each stakeholder group that should be involved in the process.

- First, go through our *Clinical Governance in Aged Care* self-assessment.
- Then read our *Clinical Governance info sheet* and *policy template*

And then dive in to our other templates, policies and info sheets!

1. Governance, leadership and culture

Clinical governance systems are incorporated into corporate governance structures.

Leadership, a culture of continuous improvement and safety are key priorities set by the governing body.

Resources:

- *Board or management committee meeting template*
- *Board or management committee: Good practice info sheet*
- *Leadership, continuity and accountability policy*

3. Roles and responsibilities

For effective governance, services must have clearly defined roles and responsibilities for the governing body, senior executives, clinical leaders / management, health service staff and individuals. This will ensure organisation-wide accountability, consistency and effective communication.

Resources:

- *Governing body roles and responsibilities policy*
- *Staff position descriptions policy*
- *Staff position description template*
- *Organisational Structure – Responsibilities and Accountabilities Policy*

2. Partnering with individuals

Effective partnerships with individuals are key components of improving healthcare outcomes and driving continuous improvement. Individuals are:

- Central to organisational priorities;
- Encouraged to provide feedback on their experiences; and
- Well informed on their care plans.

Resources:

- *Partnering with Clients policy*
- *Client feedback policy*
- *Supported decision-making and dignity of risk policy*

4. Safety and quality improvement systems

Safety and quality systems support clinicians to provide the highest level of safe and quality care. They are incorporated into governance processes, and are continuously monitored and improved upon.

Resources:

- *Open disclosure policy*
- *Key elements of client safety and wellbeing*
- *Continuous quality improvement register*
- *Quality management policy*

KEY AREAS + RESOURCES

5. Clinical performance and effectiveness

Effective clinical governance relies on a qualified, skilled and competent aged care workers.

Procedures on hiring, training and retaining staff are in place to ensure individuals receive safe and high quality care.

Resources:

- *Staff recruitment policy*
- *Staff development and training policy*
- *Clinical Governance Policy*
- *Provider Governance Policy*

6. Safe environment for the delivery of care

The working environment is both physically and mentally safe for individuals and clinicians. Facilities support the delivery of safe and high-quality care for individuals.

Resources:

- *Care Plan – Template*
- *Infection prevention and control policy*
- *Antimicrobial stewardship policy*
- *Safety and security in RACFs policy*
- *Home care safety and equipment suitability procedure*

Plus!

Our suite of resources covers the full breadth of the incidents, complaints, and risk management cycles!

Complaints management:

- Complaints management policy
- Complaints information for clients - template
- Complaint submission form
- Complaint acknowledgement letter
- Complaint register
- Complaint response letter
- Whistleblower Policy

Incident management:

- Incident management and procedures policy (SIRS related)
- Incident report template
- Incident investigation template
- Incident register
- Data Breach Response Plan

Risk management:

- Risk management info sheet
- Risk management policy
- Risk management - key steps checklist
- Client risk assessment template
- Risk appetite statement
- Risk Register Heat Map - a brand-new tab on the SPP home page!