



Safe, Quality Care

Our services will be delivered based on the latest clinical evidence and reflect consumer experiences and needs. We will ensure that our health services are consistently safe and of the highest quality.

Between 2018 and 2021 we will:

Consistently safe

- Implement the *Safety Essentials* program across all facilities and services
- Implement the *Feeling Safe in the Emergency Department* project to enable better care of patients with a mental health condition in Emergency Departments
- Develop and implement a *Surgical and Procedural Care Plan* which identifies the future location of services, expertise and equipment to improve patient safety
- Expand the use of electronic data management systems such as eMR2 and eMeds prescribing across the District to improve point of care clinical documentation

Outstanding quality

- Review the *Clinical Governance Framework 2014*
- Implement the R.E.A.C.H. program across all relevant units to strengthen responsiveness to patient, carer and family concerns about deteriorating patients

- Enhance monitoring and reporting of safety and quality indicators through the implementation of the Safety & Quality Framework and the Quality and Safety Accounts
- Expand SWSLHD Centres of Excellence to strengthen clinical care through delivering services linked to research, teaching and education

Appropriate, timely care

- Review models of care in Emergency Departments to improve responsiveness to weekend demand and improve consistency of service systems across the District
- Invest in new technologies and models of care to reduce waiting time for elective surgery and improve the delivery of high quality, safe clinical care
- Increase the number of interpreters and improve responsiveness to urgent requests through implementing video-interpreting models where possible
- Increase the accessibility of support provided to people and their families at the end of life, including inpatient, community based and bereavement support services

Evidence based and patient-centred care

- Develop and implement a *Data Analytics and Informatics Strategy* and build the associated workforce to provide clinicians, managers and researchers with the information they require to improve clinical practice and health outcomes
- Implement systems to capture patient reported outcomes in relation to physical and psycho-social needs to inform clinical decision making
- Expand the use of real time consumer experience monitoring systems to improve the way feedback is captured
- Implement the *You Say, We Did* program to provide evidence of changes implemented as a result of consumer feedback
- Develop and implement a procedure for open visiting hours in appropriate clinical settings in order to better meet the support needs of patients, families and carers
- Invest in the delivery of a broad range of support services which recognise the psycho-social needs of people to achieve and maintain health or recover from injury, with a focus on implementing the *Arts and Health Strategic Plan*

Cultural safety

- Improve cultural safety for people from diverse cultures through offering opportunities for staff to complete *Respecting the Difference* and other cultural competency training

- Enhance the Aboriginal Liaison Officer program across the District to improve the way hospitals meet the needs of Aboriginal people and communities

Accountability and governance

- Implement the *Enterprise Risk Management Policy Framework 2017* to further develop risk maturity and reduce exposure to risk
- Review the capabilities of the Risk Management Information System to determine suitability to meet future risk management, clinical governance and internal audit requirements
- Implement the *Legislative Compliance Policy Framework 2017* to ensure processes are in place to support and enhance staff awareness of statutory and organisational reporting requirements
- Embed a *District-wide Policy Framework* to ensure the development and implementation of consistent policies, procedures and guidelines across all facilities and services

How will we know if we've been successful?

- Accreditation of all facilities, services, training and education programs within SWSLHD
- Reduction in healthcare acquired injuries (pressure injuries, falls, hospital acquired infections)
- Improvement in Patient Experience survey results