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| **What is the intention of Standard 1?**  The Clinical Governance Standard aligns with the governance of Best Care and aims to ensure that there are systems in place within Western Health to maintain and improve the reliability, safety and quality of health care.  [**Western Health Best Care framework**](https://westerly.wh.org.au/livebestcare/wp-content/uploads/2022/11/Best-Care-Framework-July-2022.pdf) is an approach to clinical governance that focuses on care from the perspective of our patients and absorbs and supports our in-house quality requirements and external frameworks, standards and programs.  **How do you provide Best Care?**   * I communicate with patients and their families and am sensitive to their needs and preferences * I am an active team player and look for ways to do things better * I am competent in what I do and motivated to provide the best care and services possible * I keep patients from harm   **How would you access a policy or guideline at Western Health?**   * [Live Best Care Site – PROMPT](https://app.prompt.org.au/login?guid=9b4c59d1-10cd-484c-adcd-0db2b86c7db7)   **How do you utilise the quality and safety systems at Western Health?**   * Maintain competence for your scope of practice * Refer to Policies & Procedures on PROMPT * Escalate issues and concerns to your line manager * Complete Incident Reports in RiskMan * Participate in Quality Improvement Projects/Activities * Complete Audits * Reviewing KHWD boards * Participate in Committee and Ward Working PartiesEngage in education and learning opportunities   **How do you report and follow-up an incident?**   * Report NUM/NIC of any incidents * Log all incidents or near misses on Riskman   **How do you activate and respond to an Emergency?**  Dial 2222 or your approved local area number in case of emergency and describe what action should be taken:   * Red – Fire/smoke * Orange – Evacuation * Blue – Medical Emergency * Purple – Bomb threat * Yellow – Internal Emergency * Black – Armed Threat * Grey – Unarmed threat * Brown – External Emergency   **Being Accreditation Ready means that …**   |  |  | | --- | --- | | 🞏 | You support a positive workplace | | 🞏 | You know how to find a policy, procedure or guideline on PROMPT | | 🞏 | You are up-to-date with all mandatory & other relevant training relevant to you/ your area | | 🞏 | Your registration and other credentials are current | | 🞏 | You work within your scope of clinical practice as defined for Western Health | | 🞏 | You’ve had a Performance Development review (PDP) in the last 12 months | | 🞏 | You understand and meet requirements for patient care documentation (hard copy or electronic) | | 🞏 | Your unit/ward/department is free from slip/trip hazards, dust & clutter | | 🞏 | You know how to activate and respond to an emergency and/or evacuation | | 🞏 | You are aware of and involved in local audits of care and service delivery | | 🞏 | You know how & feel confident to escalate concerns and report hazards or risks to care or service delivery | | 🞏 | You are involved in the review / follow-up of patient incidents | | 🞏 | You know how to report a clinical, non-clinical or OHS incident (Riskman) | | 🞏 | You have access to and discuss performance measures and audit data relevant to your area | | 🞏 | You are aware of quality improvement activities occurring in your area and can provide examples | | **What mandatory training is required to be kept up-to-date?**  For all WH staff:   * Fire and Emergency Procedures * Hand Hygiene * General Manual Handling * Occupational Violence & Aggression   For specific roles:  INSTUCTIONS ON HOW TO ACCESS WESTERN HEALTH'S ONLINE LEARNING PLATFORM  Western Health uses a system called 'Welearn' to deDepending on your role, other mandatory training is required – please refer to [Mandatory Training](https://app.prompt.org.au/download/192287?code=ec7f7aeb-bdb7-42b0-8f53-35ab8ac0c78a) procedure in PROMPT  **How do the multi-disciplinary team document patient risks?**   * In the electronic medical record, complete Comprehensive Care Risks Assessments and actioning care sets as appropriate   **What information can I expect to see on the KHWD boards?**   * Patient feedback – compliments & complaints * Performance metrics – audit results, mandatory training, incident trends, key performance indicators * Quality improvement projects   **How do you report a hazard you have identified, such as a spill on the floor, which may cause someone to fall?**   * Notify NUM/NIC of any hazard or risk * Report to appropriate department if needed * Log all hazards or potential risks on Riskman   **How often should you have a performance review?**  Every 12 months  **Reflection...**   * What are the key clinical/non clinical risks in your area? * What quality improvement projects have you undertaken in your area in the past 12 months?   **Being Accreditation Ready means that in your area …**   |  |  | | --- | --- | | 🞏 | Knowing How We Are Doing boards are up to date | | 🞏 | Resuscitation trolley, emergency equipment is checked according to schedule and checklist | | 🞏 | 2222 stickers on all phones (Bacchus Marsh and Melton from July 1st) | | 🞏 | All biomed equipment AND any Body protection area has an **in date** biomedical sticker | | 🞏 | Notice boards – notices are current and not more than 6 months old | | 🞏 | Fire Evacuation Plan is in date | | 🞏 | Emergency exits and fire equipment are free from clutter |   **Are there resources I can access?**  Various FAQs and Resources are available on the Live Best Care site. [Click here](https://westerly.wh.org.au/livebestcare/best-care-assessment/nsqhs-standard-assessment/clinical-governance/) or use the QR code below to access the site.  **Survey …**  Have a go at a quick survey on Clinical Governance! [Click here](https://survey.wh.org.au/redcap/surveys/?s=KNP7FFLDDK) or on the QR Code to access the survey.  If you have specific questions or requests about accreditation readiness, please email: [**BestCare@wh.org.au**](mailto:BestCare@wh.org.au)  **Accreditation Readiness Hint – Standard 1:**  **The good news is we are already providing Best Care and living up to the requirements of NSQHS Std 1 on Clinical Governance in our everyday work! This year's Accreditation Survey is simply a chance to show once again how well we maintain and improve the reliability, safety and quality of health care.** |