Central Coast Local Health District

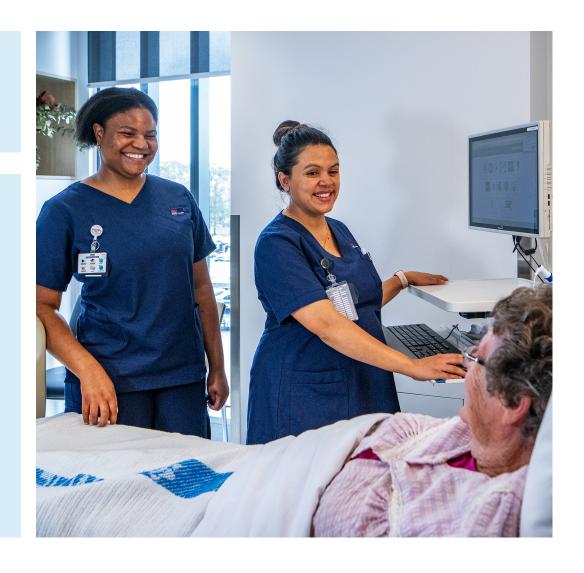# Patient Safety and Quality Strategy 2024-2027

Our Vision

To deliver trusted care and better health to our patients, carers, community and our staff.

Our Strategy

Trusted care involves reducing harm, non-beneficial care and unwarranted variation in health care for patients; providing a safe environment for staff to deliver the care; and ensuring cultural safety by being respectful and sensitive to all in our diverse community. Trusted care is quality care which is timely, effective, efficient, equitable and patient-centred incorporating shared decision making.

Our Patient Safety and Quality Strategy sets out the opportunities we have to optimise collaboration, increase reliability of care and improve clinical outcomes.

The strategy is supported by our Clinical Governance Framework which provides the foundations required to achieve this strategy. All staff, regardless of their role, have a responsibility to contribute to a safe healthcare environment. By understanding these responsibilities identified in the Framework we will build on our commitment at all levels of the health service to improve safety and quality.

Patient Safety and Quality Strategy 2024-2027

Our Objectives	Our Strategies
01 Provide person-centred care	• Ensure participation of our consumers, carers and our community in incident investigation and quality improvement initiatives. • Promote and monitor the use of REACH to address patient and carer concerns. • Communicate in language that our consumers and community understand. • Consistently include a representative sample of multidisciplinary team members in policy and guideline development, safety briefings, incident debriefings and reviews of harm. • Include lived experience of consumers in our patient safety processes.
02 Improve safety, quality, efficiency and patient experience of care	• Identify and reduce procedures, diagnostics and therapies that have been shown to offer limited or no benefit to patients. • Embed a greater focus on addressing unwarranted clinical variation, using clinical outcomes and peer comparison data. • Improve safety and quality processes by timely risk assessment which guides prevention strategies and management. • Limit the negative impact of system and human factors which result in harm by identifying and implementing processes that lead to better care. • Contribute to initiatives which promote sustainable processes to support low carbon, high value care and reduce our environmental footprint.
03 Facilitate a culture of teamwork, improvement, transparency and psychological safety	• Develop our leaders to provide compassionate leadership underpinned by a restorative, just and learning culture at all levels of the organisation. • Create psychologically safe environments for staff and consumers to raise concerns. • Provide culturally safe care that supports diverse cultural groups to build trust and partner in care. • Improve workplace culture and wellbeing by taking time out to reflect, debrief and learn together. • Embed reward and recognition for staff and services into our workplace culture through leader rounding, huddles, compliments, annual reports and various award opportunities.
04 Embed a learning system for continuous improvement on our path to excellence	• Implement the Safety and Quality Essentials Pathway and a culture of quality improvement, research and innovation at all levels of the organisation commencing with all staff reviewing the 6 minute video. • Improve access to and analysis of safety and quality data and information. • Utilise clinical data registries to identify achievements, issues and risks with clinical variation. • Share feedback from lessons learnt with opportunities for discussion. • Conduct morbidity and mortality meetings using a structured, multidisciplinary approach ensuring quality improvement is embedded. • Deliver excellent care by embedding National Standards to strengthen governance and safety systems. • Implement all relevant ACSQHC standards and the Child Safe Standards for all services.

05
 	
 Support safe care delivery across alternative settings
	• Provide governance support, risk assessment and monitoring for key alternative settings including care in the community and outpatient settings e.g.:
	   – Subcutaneous Immunoglobulin (SCIg) – Virtual care – All Inclusive Care of the Older Person (ALICE)
	   – Central Coast Health at Home (CCH@H) – Urgent Care Services – Safe Haven
	   – Home birthing – Rapid Access Clinics – headspace
	 • Increase staff and consumer participation in co-design of patient-centred models of care.
	 • Ensure services manage risk collaboratively with optimal communication pathways.
	 • Collaborate with internal teams and external providers to ensure connected care.