

Clinical and Practice Governance

For the purposes of CKAHSAC, Clinical Governance is the framework through which Practitioners and the Leadership Team are jointly accountable for safe and quality care. It is undertaken through continuously improving the quality of our services, reducing errors and by creating an environment in which excellence in clinical service will flourish.

Organisational standards (QIC) and clinical standards (RACGP) have also been used during development of the Framework to ensure a systematic approach to maintaining quality and safety in the care we deliver to our clients, alignment with industry standards and to enable CKAHSAC to maintain its accreditation status.

The Framework presents and describes the following elements:

Governance and quality improvement systems (clarity on expectations, directions goals, priorities, targets for quality safe care and integrated systems of governance to actively manage client safety and quality risks)

Service delivery practice (client centred care, guided by current best practice in a culturally safe way)

Performance and skills management (managers and the direct client care workforce have the right qualifications, skills and approach to provide safe, high quality health care)

Incident and complaints management (client safety and quality incidents are recognised, reported and analysed and this information is used to improve safety systems)

Client rights and engagement (client rights are respected and their engagement in their care is supported)

The scope of clinical and practice governance covers all employees managing and delivering direct and related client care services. This includes the Board, contract and visiting specialists, and volunteers who provide clinical and non-clinical support services.