

WACHS Safety and Quality Priorities 2018 - 2019

Background

This plan identifies the key initiatives to improve the safety, quality and experience of consumer health care in WACHS for 2018 - 2019. Many of these initiatives build on achievements from the 2016/17 plan. This action plan supports the implementation of the WA Health Strategic Intent 2015 – 2020, the WA Health Strategic Plan for Safety and Quality in Health Care 2013 – 2017, and the WACHS Strategic Directions 2015-2018.

Consistent with a continuous quality improvement approach, many of the actions and initiatives in the WACHS Safety and Quality Action Plan 2018 - 2019 build on achievements from the WACHS Safety and Quality Action Plan 2016/17.

Roles and Responsibilities for Delivering the Safety and Quality Action Plan

Each initiative has been assigned a WACHS Executive Sponsor and a senior officer(s) lead who will be accountable and responsible for implementation. For most initiatives, reflecting the complex matrix nature of the WACHS organisation, there are other staff in the regions or Central Office who are also accountable for implementation. Implementation needs to occur with available resources.

Reporting and Monitoring

The Executive Sponsors are responsible for overseeing progress and achievement of actions and outcomes. Reporting against each action will be monitored six monthly by the WACHS Health Care Safety and Quality Executive Subcommittee with summary reports tabled with the WACHS Executive and WACHS Board Safety Quality Subcommittee.

Our Vision for Safety and Quality:

Committed people providing safe, quality, consumer centred health care in country Western Australia

The WACHS Safety and Quality principles:

Consumer and Carer Centred
Care Driven by Information
Organised for Safety
Led for High Performance



WA Strategic Intent 2015 – 2020

WACHS Strategic Direction
2015-2018

WA Strategic Plan for Safety and
Quality in Health Care
2013 – 2017

WACHS
Operational Plan
2016-18

WACHS
Safety Quality Framework and
Strategic Plan
2014-17

WACHS Safety Quality Priorities
2018 - 2019

Safety and Quality Priorities 2018 - 2019

Patient Experience & Community Engagement:

We will do this by:

- 1) Finalising and implementing the WACHS Patient Experience and Community Engagement Strategy and Implementation Plan.
- 2) Providing information, including Patient First material, to improve patient and carers awareness and understanding of their rights and responsibilities.
- 3) Encourage and support patients, carers and families to use Patient Opinion to tell their story, so that we can learn from their experience.
- 4) Reviewing and improving complaint and compliment management processes.
- 5) Engaging with consumers and communities in service and system development and improvement.
- 6) Expanding the Country Health Connect Meet and Greet service for Aboriginal people.

Ensuring acute deterioration for physiological changes as well as acute changes in cognition and mental state is recognised and actioned appropriately:

We will do this by:

- 7) Rolling out new sepsis screening and management approaches to all emergency departments and inpatient areas.
- 8) Encouraging and supporting patient, carers and families to call for assistance when they feel the healthcare team has not fully recognised a changing condition through the Call and Respond Early (CARE) process.
- 9) Improving our processes to ensure all patients presenting to services with suicidal ideation are appropriately assessed and supported in order to minimise the risk of completed suicide.
- 10) Implementing a risk screening process across the acute setting (ED's), and implementing a care management plan for at risk people diagnosed with cognitive impairment.
- 11) Continuing to develop and progress the full implementation of the Falls Action Plan.

Mental health reforms to improve patient outcomes and to deliver better care to more people:

We will do this by:

- 12) Implement strategies to reduce premature deaths.
- 13) Improved use of data to plan and evaluate service delivery.
- 14) Improved access to care through easier entry, ensuring a culturally secure service for all & through greater use of telehealth.
- 15) Developing stronger partnerships with primary and population health to promote good mental and physical health.

Reduce the occurrence of medicine related incidents and improve the safety and quality of medicines use:

We will do this by:

- 16) Developing and implementing a Medication Safety Strategy for WACHS.

Public Health, Primary, Aged Care and Mental Health reforms with a focus on increasing access via Telehealth:

We will do this by:

- 17) Developing and when endorsed implementing the Mental Health, Cancer, Maternal and Newborn, Renal and Public Health and Communicable Disease Control Strategies.
- 18) Implementing the new Community Health Information System to all regions over 2017/18 and 2018/19.
- 19) Connecting people with diabetes, chronic respiratory disease and chronic heart disease to services.
- 20) Improving access to care by expanding the use of telehealth services, including, Tele: Outpatients; Stroke; Geriatrics; Renal; Cancer; Inpatient Acute and Chronic Conditions.