

# Health Service Establishment Protocol - Safety & Person Centred Care

## Corporate Policy

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1 **Safe, Patient Centred and Appropriate Health Service**

Processes for continually assessing the capacity of the health service establishment to provide safe, patient centred and appropriate health services to patients at each of its premises;

2 **Vision Statement**

To empower clients with the knowledge and tools to achieve their optimal drug and alcohol free potential

3 **Guidelines for Safe and Appropriate Care**

The Hader Clinic establishment guidelines are intended to promote health, prevent harm, encourage best practice and promote quality of life.. They are developed and supported by committees that follow a rigorous evidence-based approach.

4 **Recruitment and Staff Monitoring**

Staff are recruited according to strict guidelines that include the credentialing as outlined in the policy below

4.1 Staff must be qualified in Drugs an AOD or working towards a qualification

4.2 Current staff are monitored for quality of service delivery by engaging in an annual performance and development plan

4.3 The plan consists of a staff driven interview where successes and issues from the previous year are discussed

4.4 A development plan is agreed to by staff and management with monitoring milestone interviews during the year agreed to.

5 **Governance**

Appropriate care is implemented and monitored by all committees within The Hade Clinic quality framework

5.1 The Clinical Board of Governance committee has overarching authority and ensures that all committees are focused on safe client centred care.

5.2 The Quality, Safety and Koori Wellness committee collates and acts upon all feedback and audit results

5.3 The Quality, Safety and Koori Wellness committee reports to all committes and is responsible for actioning and monitoring Quality Improvement action plans

6 **Client Centred Care**

Client -centered care is the practice of caring for clients (and their families) in ways that are meaningful and valuable to the individual . It includes listening to, informing and involving clients in their own care.

6.1 The Hader Clinic is dedicated to providing a focused client centred care following health.vic guidelines

6.2 Client Centred care is supported by learning and targeted feedback to ensure compliance

6.3 The Quality manager attends weekly community meetings to ensure that the client has a voice as part of client focused or centred care

## 7 Feedback, Audits & Learning (Training)

The Hader Clinic Geelong has a robust system of Feedback, Auditing and Learning to ensure our system is safe.

7.1 Feedback is obtained from several sources to ensure that The Hader Clinic has the capacity and is providing sufficient resource to ensure a safe and appropriate service delivery

7.1.1 Feedback includes client feedback on the appropriateness or otherwise of the treatment and programing

7.2 Audits ensure that safe services are being delivered and that clients are provided with the care they require.

7.2.1 Audits allows for program and content modification to ensure optimum quality service is delivered

7.3 Learning is rostered throughout the year to ensure that staff are providing best possible safe and appropriate care .

7.3.1 Learning ensures that any deficiencies are attended to and staff are kept appraised of best practice health care

7.3.2 This includes the Person Centred care learning module attached below

## 2. Additional Documents

Person Centred Care.pdf

Person Centred Care Policy.pdf

Best practice - health.vic.html

Your Rights and Responsibility.pub