

Health Service Establishment Protocol - Reviewing Services

Corporate Policy

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Contributors(s):

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Risk Rating: Low

Effective Date: ---

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Departments: Geelong

Standards: Standard 1 Clinical performance and effectiveness

1 Reviewing Health Service Provision

Processes for continually assessing and reviewing health services provided by each health professional at the health service establishment;

2 Meetings

Health service provision is a standing item on the Quality, Safety & Koori Wellness agenda that feeds back to all The Hader Clinic meetings

2.1 Existing service provision is discussed and QI opportunities initiated at all meetings via the Quality and Safety Report

2.1.1 Quality, Safety & Koori Wellness minutes are reported to Clinical Board of Governance, Medical Advisory Committee and Staff Meetings.

2.2 Clients are engaged via the weekly community meeting

2.3 Consideration of service delivery is discussed and QI entered onto the Risk & Quality register as appropriate

3 Audits

Audits are undertaken to measure the effectiveness of the service provided

3.1 Programing audit seeks client feedback as to the effectiveness of the program

3.2 Group audit measures the effectiveness of group work

4 Feedback

Feedback is used to measure satisfaction by giving the client a direct conduit to all levels of the organisation

5 Feedback is collated by the Quality manager and discussed with all The Hader Clinic Committes as part of the Quality, Safety & Koori Wellness report

5.1 Client wellness program

5.1.1 Provides each client with the opportunity to comment on service delivery in week one of their treatment via a interview based survey

5.2 Client Exit Survey

5.2.1 Survey is taken at each clients exit to measure overall satisfaction and provde QI opportunity for future clients

5.3 Feedback Forms

5.3.1 Feedback forms are provided to the clients and are checked daily by the Quality manager

5.3.2 Clients are informed of actions to be taken regarding their feedback

6 Consumer Engagement

A consumer representative is elected to the Clinical Board of Governance Committee