

# Clinical Governance

## Clinical Risk Management Workshop

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# The Tasks of a BoT

- ❖ Develop mission, strategy and policies;
- ❖ Manage the setting; and
- ❖ Being accountable to the people it represents



# What Is Governance?

**Governance is the action or manner of  
conducting the policy and affairs of**

(a state, organisation, or people)

*Concise Oxford Dictionary  
(10<sup>th</sup> Edition)*



# What Is **CLINICAL GOVERNANCE?**



**Clinical governance** is a framework through which organisations are accountable for **continuously improving the quality** of their services and safeguarding **high standards of care** by creating an environment in which **excellence in clinical care will flourish.**

**Clinical governance** demands a major **shift** in the values, culture and leadership, to place greater focus on the **quality of clinical care** and to make it easier to bring about improvement and change in clinical practice.



# Quality Of Healthcare

## Quality of providers

### Quality Of Services

**Service** – consistently meeting and, at every opportunity, exceeding the needs of patients and other customers.

Good service depends on the ability of people to work well together

### Quality Of Care

Quality management incorporate such activities as:

- Evidence-based management
- Risk management
- Clinical Audit
- Clinical guidelines
- Disease management
- Outcomes studies
- Best practice
- Patient education and grievances
- Quality improvement

## Quality of programmes



# **For CLINICAL GOVERNANCE to be successful, health organisations must demonstrate the following features:**

- ❖ An open and participative culture
- ❖ A commitment to quality that is shared by staff and managers
- ❖ A comprehensive programme of quality improvement systems



- ❖ Regular board level discussions
- ❖ Clear policies aimed at managing risk
- ❖ A tradition of active working with patients, users, carers and the public
- ❖ An ethos of multi-disciplinary team working
- ❖ Good use of information



# Quality Assurance

## Defined as

“A programme that *monitors and evaluates* the *quality and appropriateness* of care and service provided and to pursue opportunities to *continually improve* the care and service”



# Accreditation of Facilities

“Accreditation is *a formal process* by which a recognised body, usually a non-governmental organisation, assesses and recognises that a healthcare organisation *meets applicable pre-determined* and published *standards*”



# Accreditation in Action

- ❖ Well established in South Africa e.g. COHSASA, ISO 9000 and other statutory bodies
- ❖ Could be used to address cost, reduce risks and to ensure quality
- ❖ Critical in contracting for capitation agreement and designated/preferred provider networks



# Accreditation of Health Care Professionals

## ❖ Credentialing/Certification

- Qualifications of providers.
- Registration with HPCSA, etc.
- Previous disciplinary actions.
- Involvement with organisations, hospital privileges, etc.
- Other professional qualifications.

## ❖ Re-credentialing/Re-certification

- Ensures that professionals are up to date with new development in their fields
- Done every five years through a compulsory CPD programme



# Clinical Guidelines

Definition:

"Clinical practice guidelines are ***systematically*** developed statements ***to assist practitioner and patient*** decisions about ***appropriate*** health care for specific clinical circumstances"



# Clinical Guidelines

## Why do we need them?

- ❖ Variability of care
- ❖ Standardisation of patient management
- ❖ Incompetence, deliberate disregards to established knowledge and poor management
- ❖ Measurement of quality of care
- ❖ Cost-effectiveness and efficiency issues
- ❖ Litigations



# Disease Management Programmes

“Disease management represents a ***comprehensive, ongoing, and coordinated*** approach to achieving desired ***outcomes*** for a population of patients. These outcomes include improving patients' ***clinical condition***, reducing unnecessary ***healthcare costs*** ***and improving patients' quality of life***”



# Clinical Audit

“Clinical Audit is the *ongoing process* by which the desire of healthcare professionals, to provide *superior quality care* including the process of diagnosis and treatment, outcomes and quality of life of patients, and the utilisation of all resources are assessed, evaluated, discussed, improved and monitored”



# Clinical Audit

## **Effective clinical audit:**

- Is a character of the organization's culture
- Is an on-going activity
- Uses evidence-based standards
- Is educational
- Protect confidentiality
- Multidisciplinary
- Relates to management
- Takes into consideration efficiency



# Clinical Risk Management

“Risk management is the **systematic process** of identifying, evaluating and addressing **actual** risk through a well-designed programme that **prevents, controls and minimises** risk exposure”



# Clinical Risk Management

## **Beneficial outcomes of risk management include:**

- Reduced patient harm and dissatisfaction
- Preventing poor use of staff, time and money
- Protection from liability and litigation
- Protection from bad publicity
- Making staff aware that there is a spectrum of outcome
- Improves morale by making organisation more safety conscious
- Ranking of risks
- More explicit and justifiable decision making



# The Clinical Governance Committee

## Purpose:

“The custodian of the continuous quality improvement of clinical care”



# The Clinical Governance Committee

## Functions:

- ❖ To assist Board of Trustees in continuously evaluating clinical governance related issues
- ❖ Recommend to Board of Trustees the introduction of the necessary corrective measures
- ❖ Advise the Board on clinical Governance matters in all contractual agreements



# The Clinical Governance Committee

## Membership:

- ❖ Should be appointed by the Board
- ❖ At least five members of whom at least two should be members of the Board
- ❖ Avoid conflict of interest



# The Clinical Governance Committee

## Authorities:

- ❖ Access to relevant information
- ❖ Investigate any activity within the terms of reference
- ❖ Outside independent professional advice

