



*Fourth Maltese Conference on Infection Control and
Antibiotic Therapy*

Clinical Governance

The Key to Improved Healthcare Standards

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Standards

- Benchmarks against which performance is measured
- Standards are set using measurable criteria
- A standard is the proportion of times that the criteria can be fulfilled to ensure quality of care



Quality in Healthcare (WHO)

- Professional performance
- Resource usage
- Risk management
- Patient satisfaction



Quality Standards

- They have to be ***set***
- They have to be ***delivered***
- They have to be ***monitored***



Delivering Standards

- Clinical governance
- Life long learning
- Professional self-regulation



Clinical Governance – a Definition

“A framework through which National Health Service organisations are accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish”

Donaldson and Scully



Clinical Governance – More Definitions

- A process by which each part of the Health Service **quality assures** its clinical decisions
- A vehicle to introduce a system of **continuous improvement** in the Health Service
- Corporate **accountability** of clinical performance
- A means of providing patients, the public, clinical staff and managers with **guarantees** about standards of clinical care



Components of the Clinical Governance Framework

- Implementation of Evidence based practice
- Clinical Audit
- Significant event/clinical risk management
- Complaints reporting and analysis
- Education and continuing professional development
- Research and development
- Professional leadership within functional clinical teams



Effective Clinical Governance Should Ensure:

- The provision, organisation and management of services in a manner that supports the delivery of high quality care
- An appropriate wider clinical environment that supports delivery of high quality care



cont

- Effective quality assurance and improvement processes
- Training service providers in appropriate skills and competencies
- Continuous professional development and life-long learning
- Mechanisms for further raining, re-training and reassessment as necessary
- Mechanisms by which poor performance which impacts on the quality of care will be recognised and appropriate action taken



cont

- Mechanisms through which staff can raise concerns over any aspect of service delivery which they feel may have a detrimental effect on patient care without prejudicing the principles of patient and staff confidentiality
- The effective involvement of patient and public representatives in quality related activities



cont

- Evidence based practice in day to day practice
- The use of risk management techniques to anticipate and minimise potential problems
- The use of clinical audit and critical incident reporting to monitor and improve existing practice



cont

- Programmes of research and development will be pursued and lessons learnt applied
- Complaints will be handled in a systematic and appropriate manner



How can all this happen?

- Establish the ***governance*** status of hospitals within our Health Service
- Give ***quality assurance*** the importance that it deserves through appropriate organisational structures
- Create a ***culture*** where the delivery of high quality care becomes ‘everybody’s business’



cont

- Develop and strengthen ***partnership*** and ***collaboration*** within healthcare teams and between healthcare professionals and managers
- ***Empower*** clinical staff to contribute to the improvement of clinical standards
- ***Involve*** patients and the public



Success factors in clinical governance

- Management level

 - Having sound structures in place

 - Resources – human and others

 - Integrated planning for quality



cont

- Clinical functional level

Leadership

Systems awareness

Openness

Teamwork

Commitment and ownership

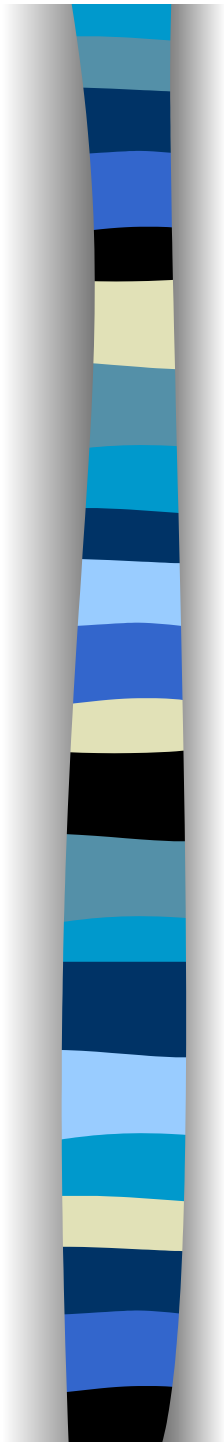
Communication



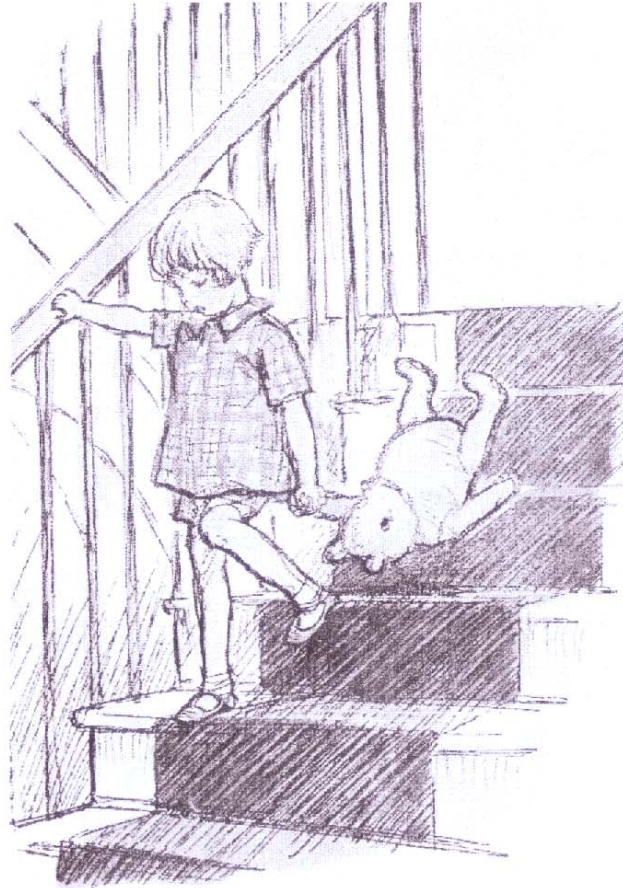
Clinical Governance

The key to improved healthcare standards

- Continuous improvement of patient services and care
- A patient centred approach
- A commitment to quality
- A reduction of the risks from clinical errors and adverse events
- A commitment to learn from mistakes and share that learning with others



A final thought.....



“Here is Edward Bear, coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin. It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it”

A.A. Milne 1926

Illustration E.H. Shepard 1926/14