

Information:

Clinical Governance Improvement

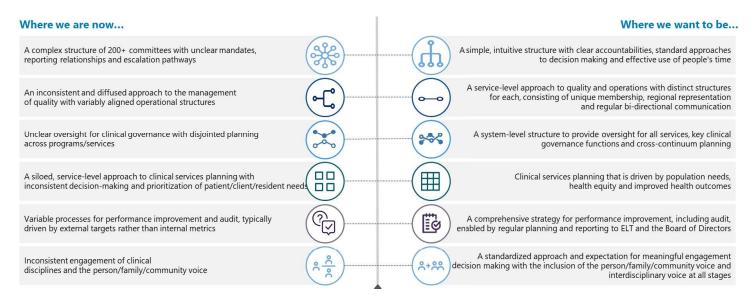


WHAT IS CLINICAL GOVERNANCE?

Clinical governance (CG) is defined by the <u>Health Standards Organization</u> as all of the mechanisms used to set and hold accountability for clinical decisions. In practice it includes all of the processes and structures that enable shared decision-making across disciplines and departments in support of person-centred care. This includes things such as clinical policy, standards, innovation and clinical service plans. It also includes the processes for monitoring performance and auditing.

WHAT ARE WE TRYING TO ACHIEVE?

Ultimately this work is about how we define and improve quality and health outcomes. One of the ways this occurs is through effective structures that enable providers and leaders from different disciplines and communities to come together in well defined processes with the information and supports they need. The current system is not working, and needs more than "tweaks" to support staff and medical staff to provide the best possible quality of care. The goal is not perfection, but a commitment to continuous improvement.



WHY ARE WE MAKING THESE CHANGES NOW?

We have heard from direct care providers and leaders across Island Health that the current clinical governance (CG) model is difficult to navigate, does not involve the right individuals in the right decisions, and lacks clear accountability in the development and implementation of change initiatives. During our COVID response we learned how much we could accomplish when we had strong decision making structures. This led to an international review of leading practices in clinical governance, and internal engagement with many of our existing committees to design a path forward.



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The Journey So Far

2021 Staff and medical staff share their frustrations with decisionsmaking around things like policy and best practice

2022 Review decisionmaking structures and processes

> Extensive engagement with staff and medical staff and review global best practice

15 improvement recommendations are approved

2023 Detailed design of new governance model



Recruit members for regional committees & transition from previous structures

Design local quality and operations committees

Begin a Clinical Services Plan

2024- Optimization &25 Sustainment

HOW ARE CHANGES BEING PRIORITIZED?

In 2022 Island Health approved 15 recommendations to improve our clinical. They focus on areas like shared decision-making and accountability,

leadership, continuous improvement and being peoplecentred. Six recommendations were prioritized:

- Implement an evidence-based clinical governance model
- Reconfigure current structures

Develop a new clinical services plan

- Establish a standardized approach to integrating patient and community voices into decision-making
- Adopt an organization-wide decision-making framework
- Establish an Island Health-wide structure that is accountable for the oversight of cross- continuum and system-level functions

Recommendations were informed by input from Island Health Staff and Medical Staff, organizational strategic priorities and examples of best practice

*Find details about all recommendations on the Island Health Intranet

CAN POINT-OF-CARE STAFF BE INVOLVED IN CLINICAL GOVERNANCE?

Yes – point-of-care staff and patients are in the best position to know where the opportunities are to improve quality. On April 19, point-of-care staff, along with clinical leaders and medical staff leaders will be invited to participate in new committees that will be part of C.A.R.E. Networks – regional structures that will be responsible for defining, monitoring and enabling quality of care for 13 large service categories, including: Critical Care; Diagnostic Imaging; Emergency; Home and Community Care; Laboratory Medicine; Long-term Care; Medicine; Mental Health and Substance Use; Pediatrics; Perinatal; Newborn and Women's Health; Primary Care, Rehabilitative / Restorative Care and Surgery. Starting April 19 watch your email and the Intranet for more information about the Expression of Interest process for new committee members.

HOW DO LEADERS SUPPORT THEIR STAFF TO PARTICIPATE?

Leaders will play an important role in ensuring that new C.A.R.E. Network committees, and other future governance tables, are multi-disciplinary and reflect our diverse communities. Discuss this opportunity in your team meetings, share the Clinical Governance website, and express in your own words what this opportunity could mean for your team or your peers. More information about the Expression of Interest, including membership criteria and the selection process, will be shared online and via email before April 19. See the <u>clinical</u> governance website for more information.