

EFFECTIVE GOVERNANCE FOR QUALITY AND PATIENT SAFETY

ASSESS AND IMPROVE QUALITY AND PATIENT SAFETY CULTURE

QUALITY AND PATIENT SAFETY CULTURE



Objective

- Understand the importance of board leadership to assess and improve an organizational culture focused on quality.

PRINCIPLES

CULTURE

- Every health organization must aspire to a culture of quality and patient/client safety
- The board has a key leadership role to play in fostering and supporting such a culture

CULTURE

A DEFINITION

Shared basic assumptions that are:

- Invented, discovered or developed by the group as it...
- Learns to cope with the problems of internal integration and external adaptation in ways that...
- Have worked well enough to be considered valid, therefore...
- Can be taught to new members...
- As correct ways to perceive, think and feel in relation to these problems.

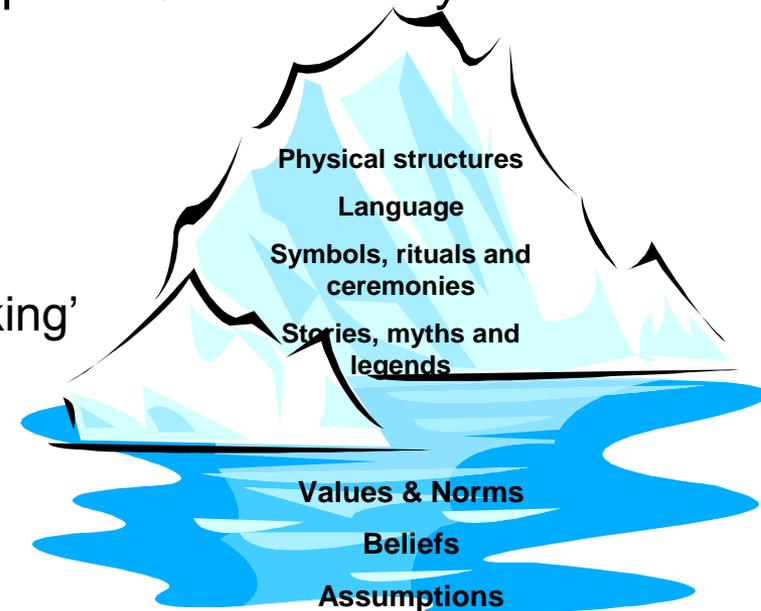
Reference: Schein in Weick and Sutcliffe (2001, page 21)

Culture

A Definition

Culture is a combination of:

- An organization's structure, control systems, rules, regulations and practices designed to enhance quality and patient/client safety
- The values it professes
- Its values in practice
 - 'the way we do things around here'
 - 'the way people behave when no one is looking'
 - 'behaviours that are condoned/rewarded'



THE BOARD'S OVERALL CULTURE

Playing a Leadership Role in the Pursuit of Excellence:

- A robust engagement of board members demonstrated by:
 - High enthusiasm
 - Constructive deliberations and respectful dissent
- Mutual trust and willingness to take action with a commitment to the organization's:
 - Vision, mission and values
 - Openness to discussing performance issues (financial and quality)
 - Taking action when necessary
- A commitment to high standards and the pursuit of excellence in all endeavors

CULTURE OF QUALITY AND PATIENT/CLIENT SAFETY



KEY BUILDING BLOCKS

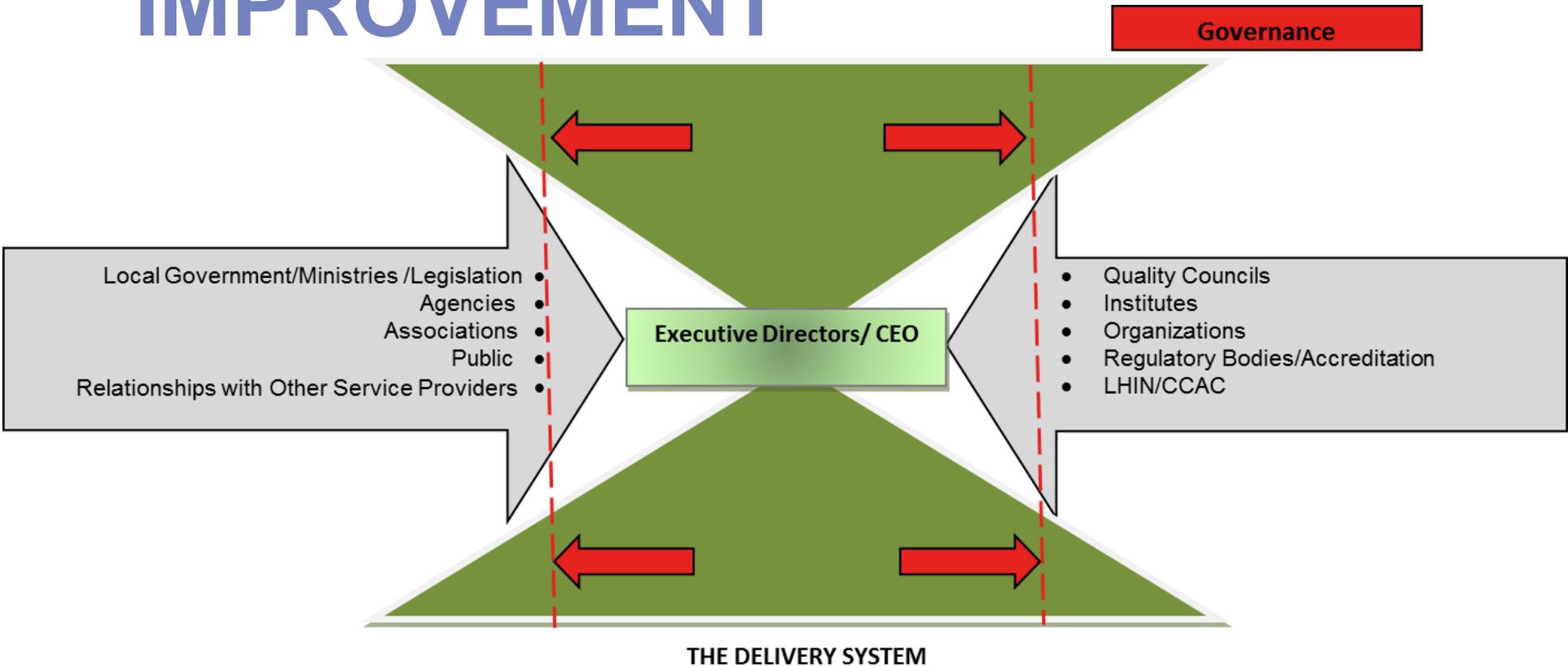
QUALITY CULTURE

1. Board-Driven Quality Improvement Plan
2. Patient/Client Centred
3. Inter-professional Collaboration
4. Involving the Community and Integrating Across the Healthcare Sector
5. Board Commitment to Transparency and Accountability
6. Identifying and Managing Patient/Client Safety Issues



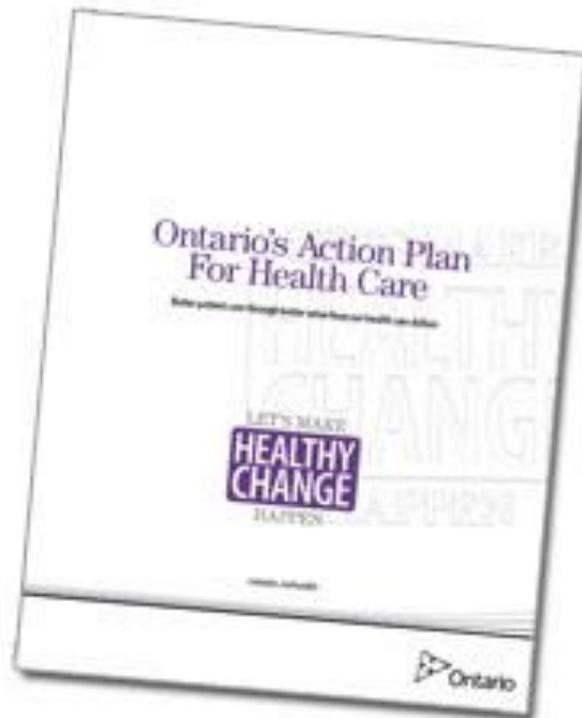
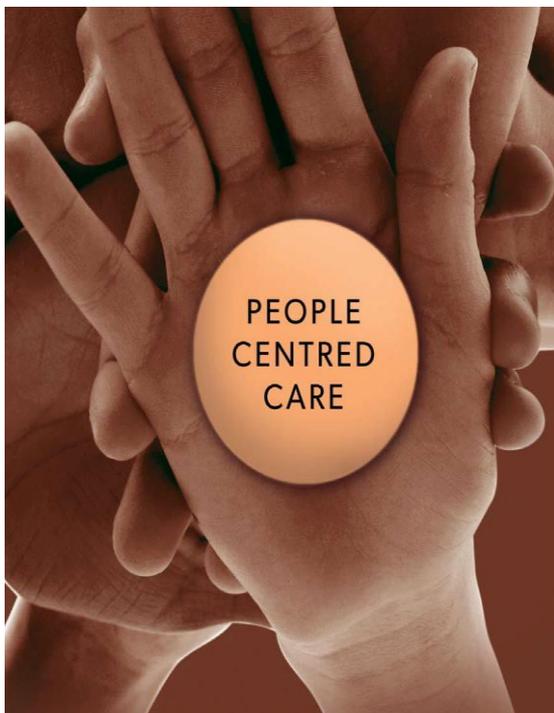
KEY BUILDING BLOCKS

BOARD DRIVEN QUALITY IMPROVEMENT



KEY BUILDING BLOCKS

PATIENT/CLIENT CENTRED CARE



KEY BUILDING BLOCKS

INTER-PROFESSIONAL

COLLABORATION



KEY BUILDING BLOCKS

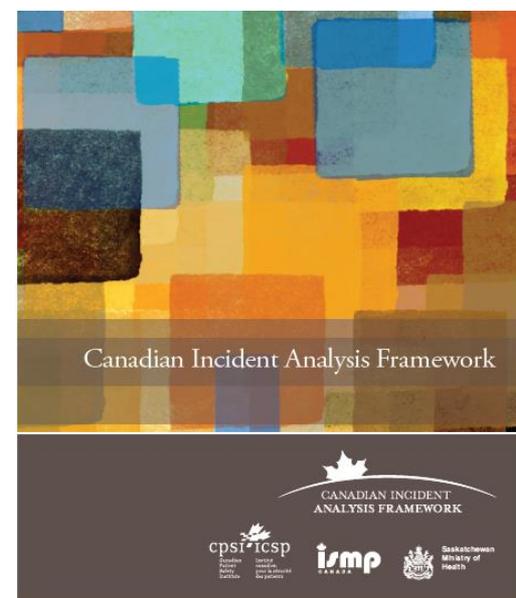
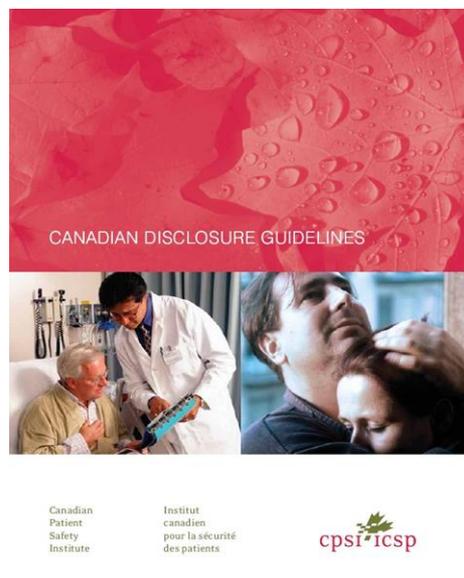
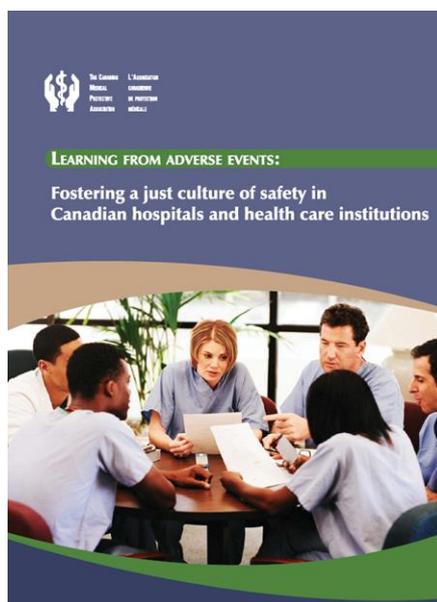
BOARD COMMITMENT TO TRANSPARENCY AND ACCOUNTABILITY

❖ NORTH PERTH FAMILY HEALTH TEAM



KEY BUILDING BLOCKS

IDENTIFYING AND MANAGING PATIENT/CLIENT SAFETY ISSUES



LEVERS FOR QUALITY CULTURE

- Accreditation
- Quality Improvement Plans



**ACCREDITATION CANADA
AGRÉMENT CANADA**

*Driving Quality Health Services
Force motrice de la qualité des services de santé*



Canadian Centre for Accreditation
Excellence in community services

Centre canadien de l'agrément
L'excellence en matière de services communautaires

CULTURE STORIES

- ❖ Bruyere Academic Family Health Team
Governing for Quality



EFFECTIVE GOVERNANCE
FOR QUALITY AND PATIENT SAFETY

THANK YOU

QUESTIONS?



CAPABILITY ASSESSMENT