

Clinical Governance – what does it mean for me as a consumer?

Clinical governance at Helping Hand

How our Clinical Governance Framework supports safe, quality care for consumers

The Helping Hand *Clinical Governance Framework 2021-2022* describes how we strive to achieve safe, quality care every time, for every consumer. It provides an internal guide about what care governance means, how it happens and what our roles and responsibilities are.

Clinical governance is based on partnerships, so consumers and your representatives have an important role to play as do the Helping Hand team and visiting health practitioners.

Clinical governance is an integrated set of leadership behaviours, policies, procedures responsibilities, relationships, planning, monitoring and improvement mechanisms that are implemented to support safe, quality clinical care and good clinical outcomes for each consumer.

Clinical governance puts you at the centre of everything we do and forms the foundation of how we provide our services and how we meet your goals, needs and preferences across six key areas.




Your role to play in clinical governance

You can play an important role in supporting our delivery of safe, quality care. This can include by:

- Communicating your preferences about clinical care to us
- Providing information about you for the assessment and planning of care and service delivery
- Asking questions about your clinical care
- Making or sharing decisions about your clinical care and service delivery
- Communicating changes in your condition to us
- Providing feedback about your experiences of us
- Participating in co-design processes opportunities with Helping Hand

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Framework area	What it means for me as a consumer	
<p>Leadership and Culture</p> 	<p>Real leadership comes from caring for the people around us, not from a title or position of authority. Our leaders take accountability and foster a culture of openness, partnership, learning and continuous improvement, which is aligned with our values.</p>	<p>I know staff take responsibility for my safety but if something does go wrong action will be taken to stop it happening again.</p> <p>I know if I am harmed during my care, I will receive an apology and a full explanation of what happened.</p> <p>I know Helping Hand has dedicated roles with responsibilities for clinical quality and safety.</p>
<p>Consumer Partnerships</p> 	<p>We strive to form strong partnerships with all consumers. We partner in decisions about care, the planning and delivery of services we provide and the evaluation of those services.</p>	<p>My care is delivered the way I want, when I want, where I want.</p> <p>I can obtain and understand all the information I need to make informed decisions.</p> <p>I know I can provide feedback about my experiences of clinical care in a safe way and free of retribution.</p> <p>I know I will be provided with opportunities and support to participate in organisational processes for planning, monitoring and improving clinical care.</p>
<p>Organisational Systems</p> 	<p>We take a structured and systematic approach to understanding and addressing the risks associated with clinical quality and safety.</p>	<p>I am confident that the feedback I provide on the services I receive is valued and acted upon.</p> <p>My care is based on the best knowledge and evidence currently available.</p>
<p>Monitoring and Reporting</p> 	<p>We regularly review clinical quality and safety information to identify trends, emerging issues or risks and opportunities for improvement.</p>	<p>The standard of care across Helping Hand is at a uniformly high level.</p> <p>I know that Helping Hand is always looking at ways to improve their care and service delivery.</p>
<p>Effective Workforce</p> 	<p>An engaged and appropriately skilled workforce is central to us delivering safe care and achieving excellent care and service outcomes.</p>	<p>I am confident staff have the appropriate qualifications, skills and approach to their work to provide me with safe, high quality care.</p>
<p>Communication and Relationships</p> 	<p>We believe that better outcomes for consumers are associated with care and service delivery that is relationship-based, coordinated and continuous across different healthcare providers.</p>	<p>I know that my care is delivered in partnership with my other health care providers.</p> <p>My care is co-ordinated because staff and systems work in partnership with me.</p>