

The CHQ Patient Safety and Quality Strategic Plan 2016-2020



The Children's Health Queensland Patient Safety and Quality Plan 2016-2020 (the Plan) sets the direction to achieve performance excellence through the development of a culture of safety and reliability. The Plan directly aligns to the vision, commitment and values outlined in the CHQ Strategic Plan 2016-2020: to lead life-changing care for children and young people - for a healthier tomorrow and offer the best: safe, expert, accessible child and family-centred care for children and young people. The values of respect, integrity, care and imagination are integral to the Plan and reflected in the strategies, objectives and measures of success. The Plan recognises that whilst error prevention behaviours are an integral component of any patient safety management system, the safety of any organisation is ultimately dependent on its people (staff) and their responsiveness to the needs of their customers (patients and families).

Our Vision	That CHQ is a community where patient safety is an expected and valued behaviour.			
Our Commitment	To support CHQ to exceed the expectations of patients and families; develop safe, reliable systems and processes; and empower families and staff to speak up and keep each other safe			
Our Values	Respect teamwork, listening, support 'We listen to others'	Integrity trust, honesty, accountability 'We do the right thing'	Care compassion, safety, excellence 'We look after each other'	Imagination creativity, innovation, research 'We dream big'
Our Strategies	Child and Family-Centred Care <i>We will create opportunities for the voice of children, families and staff to be heard and work collaboratively to impact change</i>	Partnerships <i>We will facilitate partnerships with staff, children, families, consumers and the community which optimize the experience of children and families and increase safety through engagement of families in care</i>	People – Working, Learning, Growing <i>We will empower our staff to speak up and promote an ethos where it is welcomed and expected that we keep each other safe</i>	Performance <i>We will drive improvement through measurement, analysis and meaningful reporting</i>
Our Objectives	<ul style="list-style-type: none"> Promote a culture where individuals are accountable and recognise that they are the patient experience and where families are recognised as active partners in care Enable effective implementation of the CHQ Consumer and Community Engagement Strategy 2016-2020 in collaboration with key stakeholders Support the CHQ community to respond effectively to consumer feedback and disseminate learnings to inform opportunities for improvement Develop and implement patient experience measures and share findings with stakeholders to drive improvement and optimize the patient experience Encouraging consumer, family and staff understanding of consumer rights and responsibilities. 	<ul style="list-style-type: none"> Support consumer engagement processes across CHQ through the development of effective systems, processes and resources which recognises the diversity of consumers, and ensure that the voice of children, young people and families are heard Develop mechanisms to provide feedback to consumers and staff regarding how their participation has positively contributed to improved CHQ services Improve line of sight to consumer engagement activities and outcomes for the CHQ Board, ELT and other stakeholders through the establishment of a CHQ Consumer Engagement Register Develop and deliver fit-for-purpose training programs for consumers which empower them to actively participate in strategic planning, governance processes and service improvement at all levels of the organisation Maintain effective relationships and partner with other Hospital and Health Services, the Department of Health, Clinical Excellence Division and other key quality and safety stakeholders e.g. CHA, HCQ to influence and progress the paediatric safety and quality agenda at a state and national level Facilitate the ongoing development of the Queensland Children's Critical Incident Panel (QCIPP) 	<ul style="list-style-type: none"> Build capacity amongst leaders and frontline staff in the application of reliability science and behavioural change to influence and support a culture of safety and improvement through the delivery of the CHQ Safety and Reliability Program Support the development of effective high performing clinical microsystems and teams to deliver reliable and safer healthcare through leadership development and lateral influencing such as the Safety Ambassador Program Promote a common language where clinicians support each other and speak up whenever there is a concern for safety Foster a Just Culture that invites and rewards raising of safety concerns and focuses on continuous learning from incidents and increased accountability for ensuring safe, reliable care Develop systems, processes and tools which facilitate continuous quality improvement across the organisation Partner with state, national and international exemplar organisations to exchange knowledge and facilitate collaborative projects and relationships which to improve 	<ul style="list-style-type: none"> Motivate change through the production of meaningful reports using the principles of data visualisation to tell the story behind the data Promote innovative approaches in the implementation of the safety and reliability program such as integration of snippets of patient stories into education to help breathe life into content and ultimately increase engagement Inspire and support the organisation to achieve best practice and embed recognised quality standards such as National Safety and Quality Health Service Standards (NSQHSS) and the National Mental Health Service Standards (NMHSS). Provide the CHQ Board, ELT and Divisional Leadership with line of sight to issues and risks through appropriate escalation and high quality reporting Produce timely, high quality reports against defined state-wide and organisational KPIs
Our Measures of Success	<ul style="list-style-type: none"> Decrease in complaints which relate to communication Evidence of effective implementation of the CHQ Consumer and Community Engagement Strategy 2016-2020 Compliance with KPIs relating to acknowledgement and closure of complaints Implementation and evaluation of patient experience survey tools Evaluation of projects, activities aimed at optimizing the patient experience Improvements in patient experience metrics relating to consumer rights and responsibilities. QBA audit results relating to consumer understanding of rights and responsibilities 	<ul style="list-style-type: none"> 100% of CHQ Consumer Formal Engagement Activities are recorded in the Consumer Engagement Register Outcomes related to consumer engagement activities are visible to the staff within the organisation, consumer representatives and groups and the community Implementation and evaluation of the Consumer Engagement Training Program Positive feedback/invitations from Department of Health, Clinical Excellence Division Patient Safety and Quality and other key stakeholders Support offered for 100% of State-wide SAC1 events involving patients <17 years through (QCIPP) 	<ul style="list-style-type: none"> Evidence of reliability principles applied in projects Ward/Service level data is transparent and accessible to consumers and staff at all levels of the organisation Zero preventable serious safety events (SSEs) Effective implementation of quality improvement systems, processes and tools 80% of incident investigations are led by treating teams Evidence of collaboration with national and international exemplar partners 	<ul style="list-style-type: none"> Published organisational dashboard displaying meaningful, timely data Repository of snippet education videos established Qualitative feedback highlighting the impact of patient stories in education Requirements met for ACHS Organisational Wide Survey in June 2017 Feedback from CHQ Board, ELT and Divisional Directors regarding reports produced by PSQS Improvements in state-wide and organisational KPIs
Our Foundations	Our foundations are the health care quality domains of safe, timely, appropriate and effective, child and family centred care realised by staff who are responsive to the needs of patients and their families.			