

Response to 'Have your say on planning for Patient Safety and Clinical Quality'

Thank you for providing a response to the 'Have your say on planning for Patient Safety and Clinical Quality' survey hosted on Citizen Space in late 2021.

What you said

Feedback provided by staff at all levels of WA Health provided valuable insights into issues facing our safety and quality system. These include:

- The availability of high-quality, accessible safety and quality data, and a desire for more skills to use data effectively to support safety and quality initiatives;
- HSP and DOH awareness and ability to implement contemporary approaches to quality and quality improvement in healthcare;
- Resourcing to support a strong, positive patient safety culture, and to sustain positive safety culture long-term;
- Barriers to compliance with safety and quality measures and engagement between the Department and Health Service Providers to proactively resolve patient safety issues

The feedback provided contained a mix of concrete suggestions for safety and quality activities and initiatives, and ways of working towards these within the confines of our health system.

What have we done with your feedback so far?

We have used your feedback to help shape detailed goal setting for the *Patient Safety and Clinical Quality Directorate's Strategy 2022-2025*. In this document, you will see the ways that the Directorate aims to provide support, on behalf of the System Manager, to address issues outlined by staff in their survey responses. We have adopted four key pillars to support these goals over the next three years:

Quality intelligence – the meaningful application of high-quality interoperable data to assist with service planning and support improvements in clinical quality; provide assurance for the System Manager; and inform the community.

Quality improvement – enhancing skills, resources, training programs, and standardised systems to support quality improvement in WA Health.

Culture and Capability – working with Health Service Providers to support all staff in safety and quality initiatives, considering human factors, healthcare communication, staff wellbeing.

Regulatory Stewardship – provide proactive, collaborative regulation and assurance to the System Manager for patient safety in private and public health facilities respectively and to support clinical governance in both.

While impacting on patient safety and clinical quality, some of the feedback raised was out of scope for the Patient Safety and Clinical Quality Directorate to individually resolve. We have adopted an advocacy approach to communicate feedback about these issues to their relevant responsible areas:

- ICT interoperability
- the introduction of an Electronic Medical Record
- workforce capacity and workforce planning
- data governance and management
- the integration of mental health and associated ICT systems

Where are we going from here?

We will continue to refer to specific comments and feedback as we implement the *PSCQ Strategy 2022-2025*. We will review progress against the Strategy on an ongoing basis, using appropriate KPIs and timeframes for implementation.

As part of annual review, we will offer further opportunities to the WA Health system to provide feedback through active engagement to implement *PSCQ Strategy 2022-2025*.

Once again, thank you for taking the time to provide your feedback.

Dr Audrey Koay, Executive Director
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