



Clinical Governance update 2

Annual Assurance process & new reporting requirements

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We acknowledge the Kurna peoples who are the traditional Custodians of the Adelaide Plains. We pay tribute to their physical and spiritual connection to land, waters and community, enduring now as it has been throughout time. We pay respect to them, their culture and to Elders past and present. We would also like to acknowledge and pay our respects to those Aboriginal and Torres Strait Islander people from other Nations who live, work, travel and contribute on Kurna Country.

Marni Naa Pudni - Welcome

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Housekeeping



Please stay on mute throughout the presentation.

Please post questions in the chat and we will go through them at the end.



Annual Assurance Process updates

- On track, CSPs thanked for ongoing support of process
- Next year - completion guide will be created for CSPs, define key items like insurance and accreditation
- FOLIO build to replace manual process has commenced
- Review of information collected - new items may be required in future

Workforce Credentialing Guidelines V3

- New Clinical Governance Policy signaled retirement of Mental Health Workforce Credentialing Exemption process which was communicated via CEO in August
- New credentialing guidelines remove reference to exemption process as a result



Workforce Credentialing Guidelines V3

- More contemporary and complimentary approach regarding workforce within Clinical Care Coordination
- Simplification of staffing guidance across the stepped care continuum
- Greater consistency and alignment with existing Commonwealth direction and expectations

New Quarterly Reporting Requirement: Incidents and Complaints

- CSPs will soon be required to supply de-identified, aggregated incident and complaint data on a quarterly basis
- Will be due within 30 days of the end of the quarters March, June, September, and December.
- Reporting enables CSPs to certify that appropriate process was instigated to respond to, and learn from, reportable incidents.
- CSPs were first notified of this requirement with the sharing of New Clinical Governance Policy in August 2024

Quarterly Reporting Implementation

- Folio form – CSPs responsible for completing
- First reporting period will be 1 October to 31 December 2024 due on 31 January
- Aggregated/rolled up – one per organisation
- Adelaide PHN Contracts will send first invitation to complete
- Data collected will be used for:
 - Identifying key learning to support quality improvements
 - Informing PHN work to improve design of services it commissions
 - Visibility of a broader range of complaints and incident via provider



Complaints

Number of complaints related to:

- Accessibility
- Content or messaging of resources
- Statutory Bodies
- Competence of Performance or Attitude
- Total number of resolved vs. unresolved at time of reporting
- Total number of complaints sent to the Media and/or Member of Parliament

Incidents

Number incidents related to:

- Client deaths
- Abuse or mistreatment of client
- Abuse or mistreatment of staff member
- Inappropriate relationship with a client
- Clinical errors resulting in harm to client
- Breaches of privacy or confidentiality
- Physical or psychological harm to staff

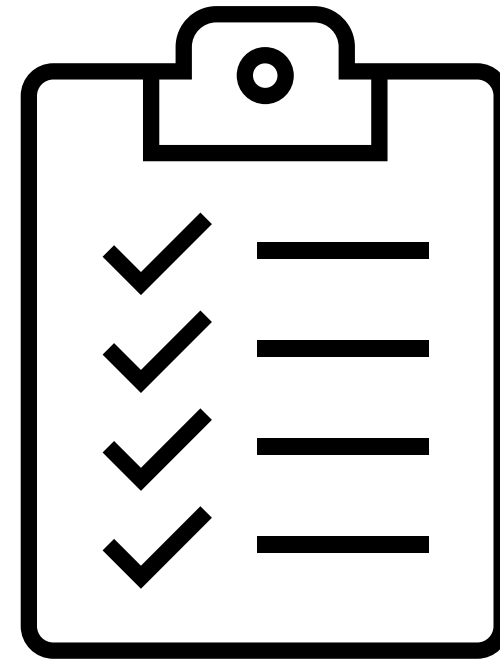
Key Learning

- Improve operational processes and policies
- Improve organisational systems and information management
- Improve workforce capability, capacity and supports
- Improve client and care coordination approaches, frameworks, and systems
- Increase monitoring, management and mitigation support systems
- Other

Demonstration

Clinical Governance – Quarterly Reporting

New Critical Incident Form





Critical Incidents

Critical incidents are an event or circumstance that resulted in, or could have resulted in, unintended or unnecessary harm to a client or a consumer, or a complaint, loss, or damage.

Adelaide PHN classifies critical incidents using the SAC incident classifications outlined in the Clinical Governance Policy.

Critical Incident Form updates

- No requirement for provider to phone CEO
- Critical incident link takes providers to a notification form
- No identifiable information permitted
- Prescribed fields that relate to the SAC level, automatically calculates the severity
- Confidentiality improved
- Automatic acknowledgement email to CSPs

Example - Calculating SAC level

Operational Area *

Clinical

Environmental

Staff and workplace

Incident Type. *

- Death of a client within six months of contact with a service (excluding an expected death or a death resulting from natural causes.*
- Assault - Any violence onsite not resulting in police attendance or an injury that requires medical attention.*
- Workplace Hazard - Damage from a workplace hazard resulting in disruption of services.*
- Staff Illness - Failure to provide services for more than twelve hours due to staff action or illness.*
- Death - Death of a staff member within active period of service with a program.*
- Workplace Hazard - Damage from a workplace hazard resulting in medical attention or emergency services attendance.*
- Business Continuity- Failure to provide services for more than twelve hours due to a disruption in critical business systems.*
- Staff Illness - Failure to provide services for less than twelve hours due to staff action or illness.*
- Assault - Any violence onsite resulting in police attendance or an injury that requires medical attention.*
- Workplace Hazard - Damage from a workplace hazard resulting in a lack of staff or a risk to clients.*
- Business Continuity - Failure to provide services for less than twelve hours due to a disruption in critical business systems.*
- Professional Misconduct - Allegation of professional misconduct, sub-standard performance and/or health impairment resulting in immediate cessation of a staff member(s) duties.*

SAC Rating *

SAC 2

Further Support

Annual Assurance and Quarterly Incident and Complaints - Operational Managers:

- Reg Harris – Mental Health Manager rharris@adelaidephn.com.au
- Helen Exley – Aged and Palliative Care Manager – hexley@adelaidephn.com.au
- Allan Trifonoff – AOD Manager atrifonoff@adelaidephn.com.au
- Wendy Saunders – Integration and Relationships Manager – wsaunders@adelaidephn.com.au

Critical Incident Reporting – Operational Managers or your CCBC

Questions

