



Government of **Western Australia**
Department of **Health**

Clinical Senate

November 2017

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Director General

Department of Health WA



Today I'll be discussing...

Previous
Clinical
Senate

24 July 2017

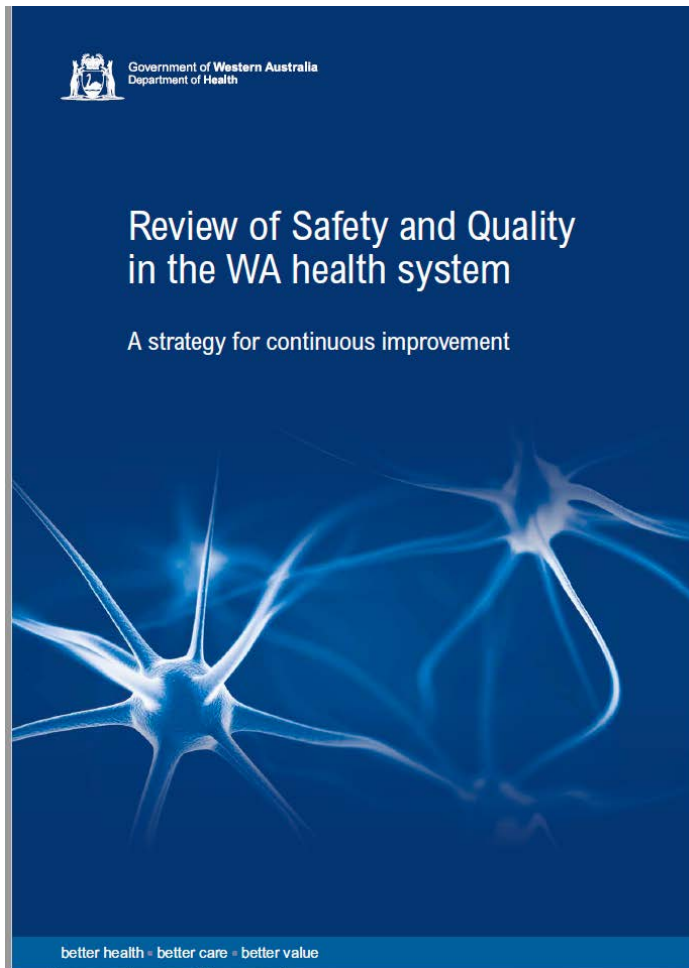
**Holistic View
of Safety and
Quality**

Today's
topic for
debate

20 Nov 2017

**Destination:
Sustainability**

July Clinical Senate - A Holistic View of Safety and Quality



- **Senators determined the 20 most useful indicators for quality and safety**
- **107 indicators provided**
- **The WA health system one of the first to provide clinicians with this opportunity**

If you were responsible for the quality and safety of a major health service... which 20 indicators would you want to see?

July Clinical Senate - A Holistic View of Safety and Quality

Indicators cover the six domains of quality:



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Top 10 indicators

Ranking: 1

SAC 1 (Severity Access Code) events

- Reports completed within 28 days
- Timeliness of evaluation reports
- Related to failure to escalate care
- Related to failure of clinical handover



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Top 10 indicators

Ranking: 2

Hospital acquired complications dataset (HACs)

Ranking: 3

Potentially preventable hospitalisations

Ranking: 4

Medication safety

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Top 10 indicators

Ranking: 5

Clinical handover

Ranking: 6

Discharge summary completion rates

Ranking: 7

Staff satisfaction and engagement survey

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Top 10 indicators

Ranking: 8

Links with primary care

Ranking: 9

National patient experience survey

Ranking: 10

Staff measurements – sickness, turnover, annual leave outstanding, executive team turnover

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Top 20 indicators – Progress report

- High priority for Department of Health
- Being considered by the Safety and Quality Reform Leadership Group
- Indicator set ready for distribution 2018



Today's Clinical Senate Destination: Sustainability

Aim: To develop metrics for system change

