Clinical governance framework

Clinical governance is for everyone

Te Tāhū Hauora
Health Quality & Safety
Commission

Coordinated and collaborative care

How does our organisation support collaboration with other agencies?

- What cross-agency forums exist to support better health service integration?
- What activities support better coordination of care for patients?
- How is equity and Te Tiriti o Waitangi prioritised in decision-making and funding?
- What frameworks, methods or tools are being used that protect the health rights of Māori and whānau?
- How are services accessible and promoting wellbeing and prevention?

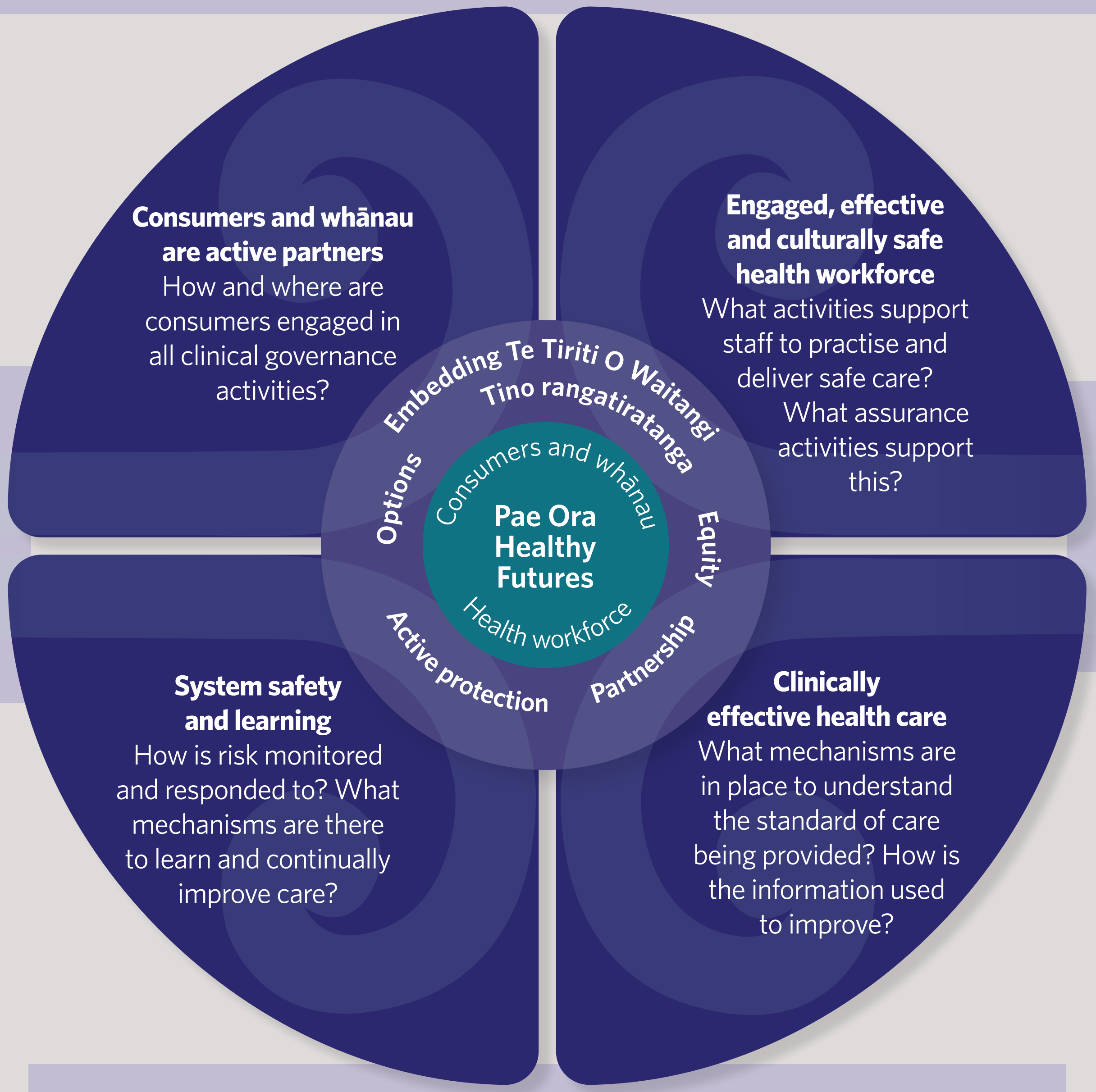
- How is information shared safely with other agencies to improve care for patients?
- How do services provide feedback to consumers and whānau?
- How is patient experience data used to improve care?
- How are equity measures co-designed and tested, monitored and publicly reported to demonstrate progress?

Monitoring and evaluation

What systems and structures exist to monitor and evaluate care?

- How are data used to monitor inequity?
- How are the needs of all populations, including those with disabilities, considered?
- How is performance measured against relevant standards, guidelines and clinical indicators?
- What frameworks, methods or tools are used to protect the health rights of Māori and whānau using health services?
- How are data used to identify variation and inform focused improvement?

- Do we involve consumers in clinical governance activities?
- Are consumers actively engaged in co-design?
- Do consumers and whānau guide services on cultural safety and preference for care?
- How does the organisation and leaders build and nurture relationships with key stakeholders?
- How do leaders support shared improvement initiatives?



Consumers and whānau are active partners
How and where are consumers engaged in all clinical governance activities?

Engaged, effective and culturally safe health workforce
What activities support staff to practise and deliver safe care? What assurance activities support this?

System safety and learning
How is risk monitored and responded to? What mechanisms are there to learn and continually improve care?

Clinically effective health care
What mechanisms are in place to understand the standard of care being provided? How is the information used to improve?

Embedding Te Tiriti O Waitangi
Tino rangatiratanga
Options
Equity
Active protection
Partnership
Consumers and whānau
Pae Ora Healthy Futures
Health workforce

- How does the organisation use a broad range of metrics to monitor and measure system performance and reliability?
- How do equity considerations drive decision-making relating to funding and use of data and digital tools?
- How does the organisation collect and analyse data that are stratified by population group?

Inclusive leadership

Is there leadership at every level that promotes accountability for the quality of care?

- Do leaders set a vision, strategic direction and goals that: embed quality and safety and focus on reducing harm, waste and variation?
- How has te ao Māori and Māori leadership provided input into organisational policy and operational practices?
- How has the organisation enabled a culture of learning?
- Are staff empowered to improve quality of care?
- Is there active identification and development of leaders at all levels?
- Does the health workforce reflect the diverse communities they serve?

- How does the organisation lead change with commitment and action to improvement; include quality and safety; and address barriers to equitable outcomes?
- How does the organisation explicitly consider and address the potential impacts of discrimination and biases in algorithm generation.

Using health technologies and data

How is technology used to improve the care for all population groups?

- What are the decision-making processes in adopting innovations and new technologies?
- How do consumers and whānau help determine the prioritisation?
- How are information technology services interconnected and how do they support seamless care?
- How do the organisational protocols prioritise Māori data sovereignty, particularly for determining storage, access to and use of health data?
- How is technology evaluated to ensure it does not worsen inequities for all populations?
- How can technology and data be used to support those with disabilities?