Quality of care reports 2013–14 recommended reporting
Quality of care reports – recommended reporting 2013-14

As part of the 2013–14 Policy and funding guidelines, all Victorian health services are required to publish an annual quality of care report for the financial year 1 July 2013 to 30 June 2014. Six copies of the report are to be submitted to the Department of Health by 31 October 2014 to:

Terry Symonds
Director
Sector Performance Quality and Rural Health Branch
Department of Health
50 Lonsdale Street
GPO Box 4541
Melbourne Vic 3001

If you have any queries regarding the guidelines and timelines, please contact:

Cath Harmer
Manager, Consumer Partnerships and Quality Standards
Sector Performance Quality and Rural Health Branch
phone: (03) 9096 6176
email: catherine.harmer@health.vic.gov.au

A copy of these guidelines can be downloaded from the Department of Health’s Consumer, Carer and Community Information Program’s website at: http://www.health.vic.gov.au/consumer/pubs/index.htm

Purpose of quality of care reports

The quality of care report should describe the quality and safety systems, processes and outcomes of the health service. The primary audience includes consumers (patients), carers and the health service community. Health services may also target other audiences, such as health service staff and other key stakeholders.

Health services should consult with consumers, carers and community members and/or their community advisory committee about the specific content of their annual quality of care report.

Publishing and submission timelines

The presentation of the report is important. It should:

- be understandable and accessible to a lay audience
- use clear formats and layouts
- be an appropriate length
- be interesting to read
- use consumer and staff stories, with their permission
- demonstrate the extent to which staff, consumers, carers and community groups were involved in developing the report, and in improving health services broadly
- demonstrate a mechanism for incorporating feedback
- show how the previous year’s feedback has been used to improve current reporting.

All performance data published in an annual quality of care report should have a commentary, which is clear to a lay reader. It should explain:

- what the data measures
- how to interpret the figures in the report
- how the health service uses the data to improve care.

Where statutory immunity provisions apply, information will not be available for public scrutiny. In these cases the health service must demonstrate that it has clear accountable management and clinical systems to review this information and respond appropriately where performance is unsatisfactory.

Health services must report on the steps taken to ensure quality of care reports are readily available to the community for which they are written. For example, the report may be published on the service’s website, available in waiting areas, the local newspaper or in local government newsletters.

It is important that health services report on the outcomes of the evaluation of the previous year’s report. The report should address feedback from consumers, carers and community members, and highlight key changes to the report’s style, content and information.

Recommended reporting

The following recommended quality and safety areas should guide the reporting process. These recommendations should be reviewed by the health service, together with your community, to determine the most appropriate measures to report on in relation to your service type, community and geographic location. The purpose of the report, which is to describe the quality and safety systems, processes and outcomes of the health service, needs to guide this process.

Consumer, carer and community participation

Consumers, carers and community members include people living with a disability, people from diverse cultural and religious experiences, socioeconomic status and social circumstances, sexual orientations and health and illness conditions.

Recommended reporting areas for 2013-14 in consumer, carer and community participation include for:

- all health services the participation indicators and priority actions in the Doing it with us not for us: Strategic direction 2010-13 policy found at http://www.health.vic.gov.au/consumer/
- public health services the key result areas 1 to 4 of the Improving Care for Aboriginal Patients (ICAP) program as specified in the guidelines at http://www.health.vic.gov.au/aboriginalhealth/
- public health services reporting on the progress towards achieving the six standards of a health service’s cultural responsiveness plan, as specified in the Cultural responsiveness framework: Guidelines for Victorian health services at http://www.health.vic.gov.au/cald/
- registered community health services the partnerships with Aboriginal communities and organisations; responses to chronic and complex conditions; and initiatives around refugee health.

The focus for all health services should remain on how quality systems and measures are used to improve quality and safety. By giving examples and telling a consumer’s story (with their permission) you can describe how a sample of the standards, result areas and indicators specified at the above links were achieved. Services may also choose to discuss changes implemented as a result of consumer surveys and other consumer, carer and community engagement work.

Quality and safety

1. Using the principles of quality and safety in healthcare\(^2\) public health services should identify at least four key measures to report on annually. These should include:
   - preventing and controlling healthcare associated infections
   - medication safety
   - preventing falls and harm from falls
   - preventing and managing pressure injuries
   - clinical indicators for dental services
   - safe and appropriate use of blood and blood products.

Health services operating residential aged care services should also report against their performance over time for each of the five public sector residential aged care quality indicator domains. The indicators are:

- pressure ulcers
- falls and fractures
- use of physical restraint
- multiple medication use
- unplanned weight loss.


Registered community health services should report on infection control and cleaning and clinical indicators for dental services, where these services are provided.

2. A report of the health service’s review of their local clinical governance policy against the Victorian clinical governance policy framework is required in the annual quality of care report. An organisational readiness checklist, guidebook and toolkit are provided to assist health services in meeting this requirement and can be found at: http://www.health.vic.gov.au/clinrisk/publications/clinical_gov_policy.htm.

3. Accreditation status across all service areas.

4. Reports should also refer to quality improvement and applied research projects and describe how the findings from research will be applied to improve ongoing service delivery.

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Helpful resources

1. Aboriginal Health Promotion and Chronic Care partnership initiative details and tools can be found at http://www.health.vic.gov.au/aboriginalhealth/programs/partnership_program. To request a copy of the ICAP and Koori mental health liaison officer developmental review (June 2011) please contact the Department of Health’s Aboriginal Health branch via email at: aboriginalhealth@health.vic.gov.au.


11. Primary and community health clinical governance and credentialling resources at: http://www.vha.org.au/ (also includes: Community participation in community health quality of care reporting)


16. Quality use of medicines (QUM) program has a range of resources including high risk medicines initiatives and tools to measure medication safety systems accessible at: http://www.health.vic.gov.au/qum/index.htm


22. Safe and appropriate use of blood and blood training products- BloodSafe eLearning Australia at: https://www.bloodsafelearning.org.au/


24. The Centre for Cultural Diversity in Ageing has resources for encouraging and enabling participation of culturally diverse older people at: http://www.culturaldiversity.com.au/


Consumer reporting—relevant websites

http://www.pcori.org/ (new research to assist consumer decision making)

http://www.nihpromis.org/ (new tools to measure consumer reported outcomes)


http://www.latrobe.edu.au/chcp/


http://www.kingsfund.org.uk/

http://www.health.state.ny.us/nysdoh/healthinfo/index.htm

http://www.health.state.ny.us/nysdoh/heart/heart_disease.htm


http://www.mhsip.org/about.html

http://www.ahrq.gov/

To receive this document in an accessible format phone Sector Performance, Quality and Rural Health Branch on 03 9096 6176.

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