



# SWHHS Safety and Quality Strategy 2024 - 2027

## Our goals

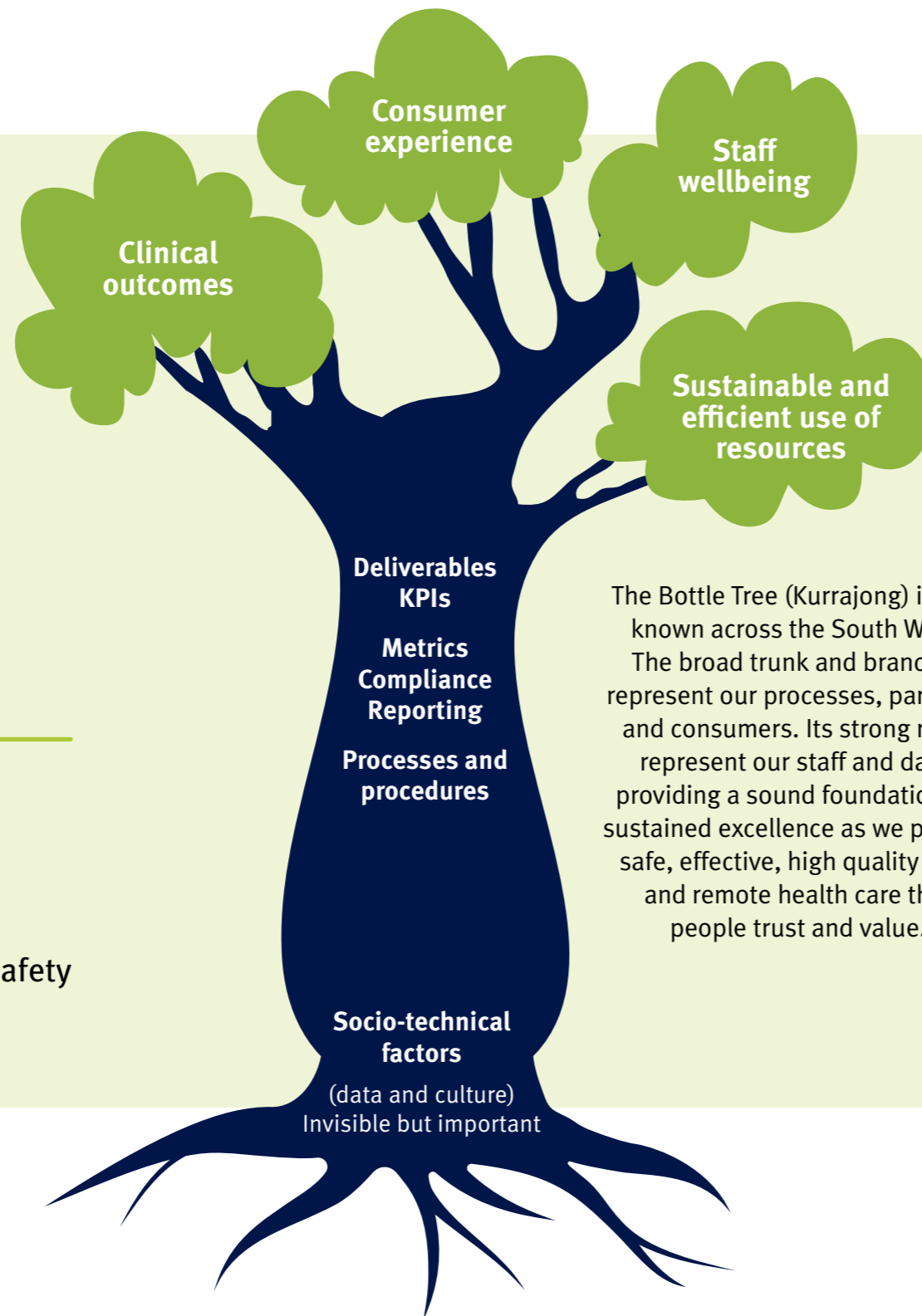
For our communities to have confidence in the safety and quality of our care, wherever and whenever they need it.

To build on our current achievements by further improving quality and safety.

To recognise and celebrate clinical excellence across our rural and remote region.

## Our priorities

- Clinical outcomes
- Consumer experience
- Staff wellbeing and cultural safety
- Effective use of resources



## S.W.O.T

### Our Strengths

- ✓ Strong community engagement and partnerships
- ✓ Local wellness checks and governance reports
- ✓ Embedded committee framework and internal/ external audit programs
- ✓ An embedded short notice assessment and accreditation process against NSQHS
- ✓ Visible Board and Executive leadership support and prioritisation for Clinical Governance, and Quality and Safety

### Our Weaknesses

- ➔ Silo accreditation practices – AGPAL, Aged Care, DIAS, NSQHS
- ➔ Limited resourced environment – remaining single points of failure, person-related practices rather than embedded governance
- ➔ Ageing infrastructure
- ➔ A need for more integrated and accessible technology, digital health and analytics
- ➔ Limited use of strong recommendations that effect and mitigate risk
- ➔ External factors with competing demands
- ➔ Multiple committees providing a mixture of operational/strategic direction, and duplication

### Our Opportunities

- ✓ Embedding quality improvement at local team and facility levels
- ✓ Utilising consumer feedback more effectively to enhance safety and quality
- ✓ Adoption of real time and automated data and dashboards

### Our Threats and challenges

- ➔ Competing demands of clinical verses quality on staff, resources, and time
- ➔ Embedding a just culture – balancing and mitigating potential secondary harm to clinicians – learning from incidents and implement improvements at scale
- ➔ Prevailing paradigm of zero or minimal risk may paradoxically lead to inefficient processes or discourage innovation and improvement
- ➔ Proliferation of data exceeds the ability of staff to extract meaningful information, trends and practical knowledge in a timely way