

Commonwealth Home Support Programme

Better Practice Approach

19 September 2017



Funded by the Department of Health

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Welcome to MAC

- Have you registered?
- Introduce yourself to someone new
- Please switch off your mobile phone
- Help yourself to tea or coffee
- Restrooms are down the corridor
- In case of emergency follow the EXIT sign and we will meet at the front of the building



Kurna Acknowledgement

Adelaide and its surrounds are nestled within the lands traditionally owned and protected by the Kurna people and their forebears for many thousands of years. Throughout the Adelaide Plains, the Kurna people have performed age-old ceremonies of celebration, initiation and renewal. In convening this meeting, we take the opportunity to acknowledge and honour the Kurna people's traditional ownership of this land, their living culture and the unique role they have played in the life of this region.



Plan for Today


Better Practice Approach in:

9:30am-11:00 CHSP and Home Care Standards
Compliance

11:15-13:45 Quality Management Systems:
Risk Management & Continuous Improvement

three optional Governance sessions





Commonwealth Home Support Programme

Better Practice

11:15-13:45 Quality Management Systems:
Risk Management & Continuous
Improvement



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1.6 Risk Management

The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.

Principles of risk management:

- Risk Identification
- Risk Assessment / Evaluation
- Reducing Identified risks
- Risk Management Program
- Risk Management Plan Evaluation



1.6 Risk Management

Risk Management begins with three basic questions:

- What can go wrong?
- What will we do to prevent it?
- What will we do if it happens?



1.6 Risk Management

What is Risk Management?

Risk Management is a process of thinking systematically about all possible risks, problems or disasters before they happen and setting up procedures that will avoid the risk, or minimise its impact, or cope with its impact.



1.6 Risk Management

Why should we bother with Risk Management?

- For our own safety
- For the safety of the people we are trying to help
- For the threat of possible litigation



1.6 Risk Management

Managing Risk

- Which risks can we avoid or eliminate?
- Which risks can't be eliminated but can be reduced or modified?
- Which risks that we are responsible for, can we share or give away to someone else?



1.6 Risk Management

Risk Management Plan

- Organisational level
- Operational level

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1.6 Risk Management

Standard Risks

1. Work health and safety risks

- Our physical surroundings
- Our work surfaces
- Our transport policy
- Our hazard management training



1.6 Risk Management

Standard Risks

2. Financial and administrative risks

- Our financial controls
- Our investment risks
- Our record maintenance
- Our legal status



1.6 Risk Management

Standard Risks

3. Unique risks

- Professional liability
- General liability
- Litigation





Activity

Planning for Quality Review - Risk Management Plan

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1.6 Risk Management

Let's fix what we can fix

**Let's Review – Asses – Adjust – Monitor our:
Systems, Physical plants, Attitudes**

- Check the changes have been made
- Evaluate the effect
- Review them and modify

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Continuous Improvement

To be effective, continuous improvement must be a central focus of your organisation, be understood at all levels and accepted by all management and staff.

Continuous improvement is a requirement in the Home Care Standards.

Expected outcome 1.5 of the Home Care Standards requires that *the service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery*



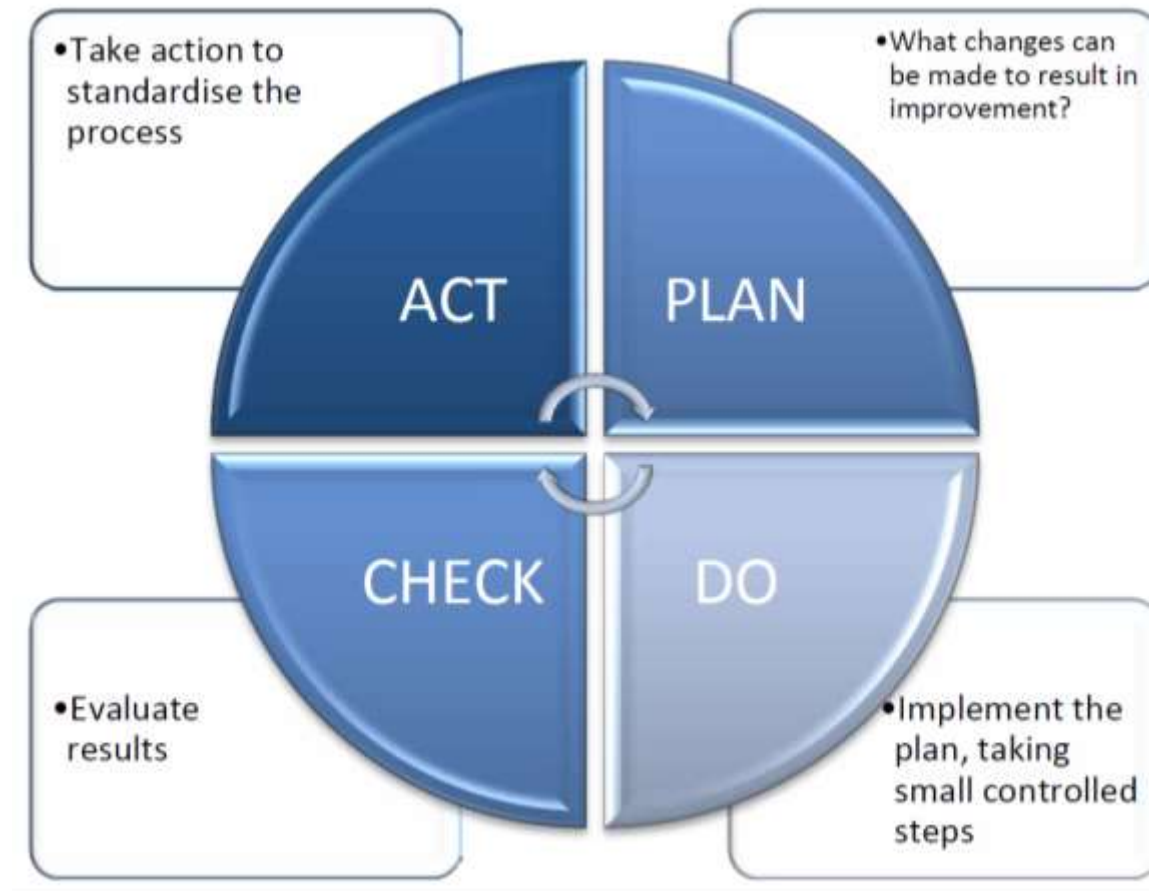
1.5 Continuous Improvement

The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.

- Collect information – consultation, feedback, comments, logs, complaints
- Assessing information – good, better and gaps
- Planning – Improvement plan, Strategic Plan
- Implement – Action plan, Work plan
- Monitor – outputs and measures
- Evaluate – Performance measures – e.g. 10% increase or decrease



1.5 Continuous Improvement



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Continuous Improvement

is a systematic, ongoing effort and commitment to improve the quality of services and care delivered to care recipients.

Continuous improvement activities should:

- take into account the needs of care recipients and may involve them in the improvement activities
- be part of an overall quality system to assess how well a service's systems are working and the standard of care and services achieved, and
- be a results-focused activity demonstrated through outputs and outcomes

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Continuous Improvement – key elements



- Care recipient-focused
- Innovation
- Achievement of improvement through planned steps
- Driven by involvement and accountability of key stakeholders:
 - care recipients, representatives, service users, carers and others
 - staff and volunteers
 - committee and board members
 - advocates
- Involves regular monitoring and evaluation of progress; linking evaluation to strategic planning



Continuous Improvement - Benefits

- Improve care and services to care recipients
- Improve stakeholder input and ownership
- Identify changes in care and service needs
- Enhance systems to monitor and track change
- Demonstrate sustainable results



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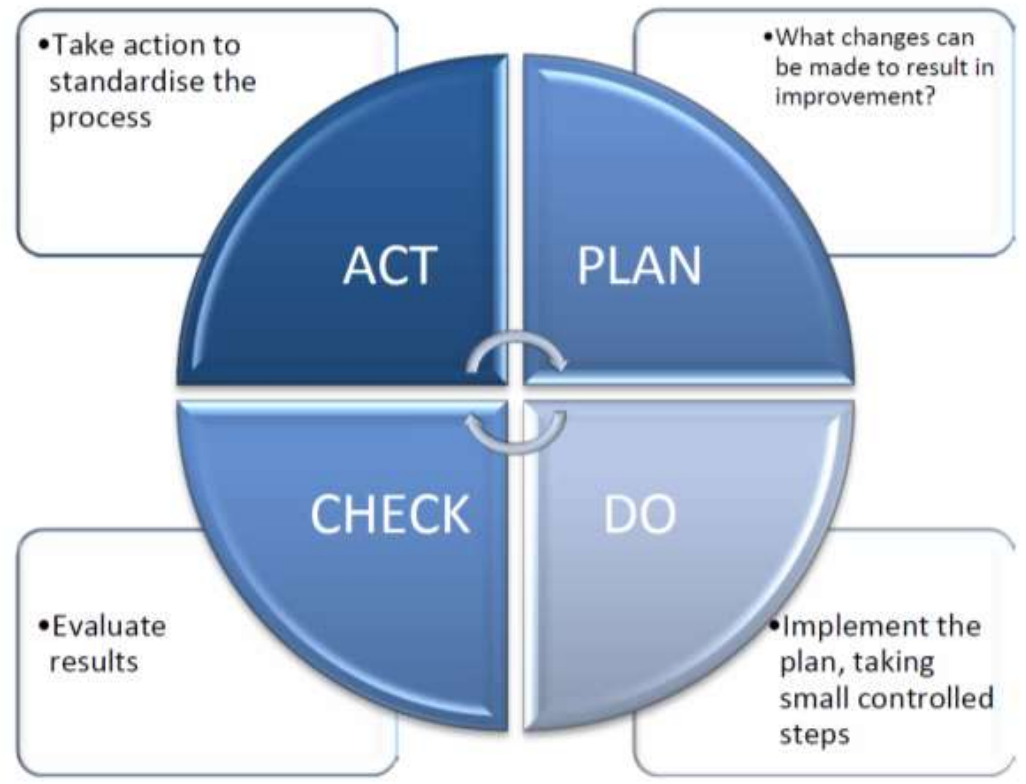
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Continuous Improvement Cycle

- The four phase: **Plan – Do – Check – Act** cycle



Continuous Improvement Cycle

PLAN: Plan the improvement

- analyse the current situation of your organisation
- gather information
- research different ways to make improvements
- seek input and feedback from stakeholders
- establish goals and identify actions to implement the plan.



Continuous Improvement Cycle

DO: Implement the improvement

- test the suggested alternatives to identify the preferred improvement
- allocate resources to ensure the improvement is a success
- keep your stakeholders informed and involve those with a direct benefit from the outcome
- document the decisions made during the implementation phase.



Continuous Improvement Cycle

CHECK: Evaluate the improvement activity

- evaluate if the improvement is delivering what you intended; are changes required or should an alternative improvement be used
- measure the improvements; for example, audits, assessments and surveys
- document the evaluation methods and results
- take your time; incremental steps may deliver better results.



Continuous Improvement Cycle

ACT: Take action to standardise the process

There are two possible situations in this step:

- If the improvement isn't successful, analyse what can be done differently next time and go through the cycle again with a different plan.
- If successful, ensure all stakeholders are informed of the new process, all necessary staff are trained and educated, policies and procedures are implemented and change within the organisation is managed.



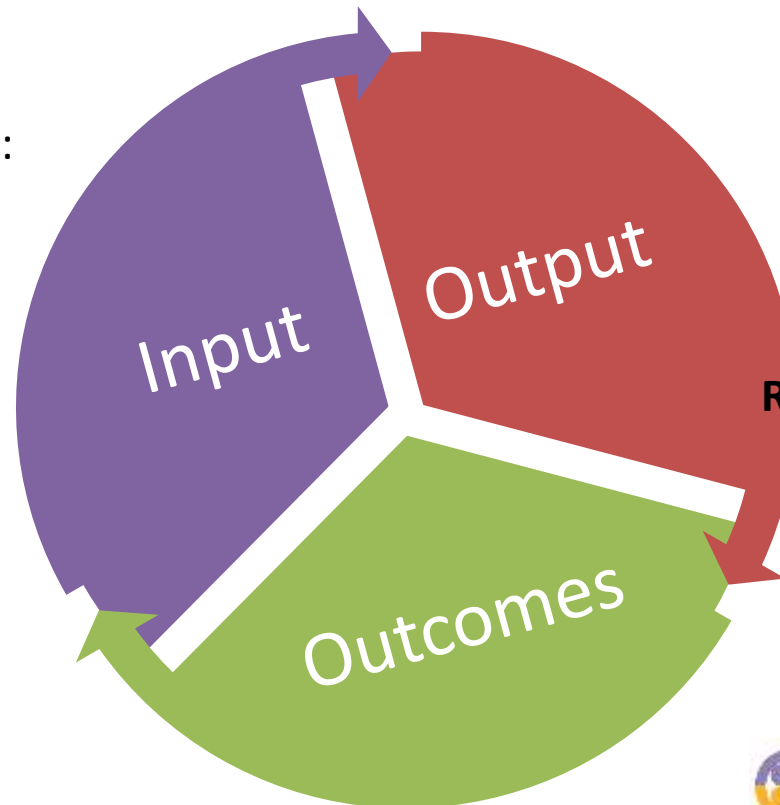
Activity

Discuss as a group:
Demonstrating outcomes and results

Source of the idea →

improvement request from:

- care recipients
- management
- staff
- internal audits
- analysis of data
- comments / complaints
- meeting minutes
- ideas gained from other service providers



Actions taken → used to implement the continues improvement – can be:

- new / revised processes / policies and procedures
- purchases of material / equipment

Results or achievements

- What impact on the provision of quality care and services for care recipients

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Keeping track of Improvements

Meeting the Home Care Standards requires continuous improvement to be a central focus for a provider.

This focus should be documented in a **plan for continuous improvement (PCI)**.



Plan for continuous improvement (PCI)

is a written plan which explains how a provider will comply with its obligations of continuous improvement in relation to their service.

Keeping a PCI is a very useful way to track the progress of improvement activities. The PCI should be **reviewed and updated regularly to keep it current** so it can show achievements of today, tomorrow and in the future.



Plan for continuous improvement (PCI)

- does not require improvements to be shown against each expected outcome
- it should demonstrate how performance of the improvement activity is linked to expected outcomes and how it is monitored, measured and evaluated

A good PCI will be able to demonstrate the **four phases of the continuous improvement cycle.**





Activity

Planning for Quality Review - **Continuous Improvement Plan**

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Self-Assessment Tool

is a useful tool in demonstrating and facilitating **ongoing commitment to continuous improvement**, and is not just for the purpose of a quality review

The strengths, weaknesses and opportunities for improvement are identified in the self-assessment process



Self-Assessment Tool

can drive **continuous improvement** by identifying the following:

- the way care is being delivered and what results are being achieved for the benefit of care recipients
- the things that are being done well
- areas where you can perform exceptionally
- areas where you are not performing well enough
- the activities to be incorporated into your plan for continuous improvement



Any questions 

Thank you
for completing your Evaluation Forms
– this will assist us to
improve the quality of our service

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Thank you for attending

If you have any further questions,
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