

STRATEGIC QUALITY AND CLINICAL GOVERNANCE MANAGEMENT SYSTEM MAP



COMMIT

Strategic commitment to a consistently great consumer and staff experience as a strategic and business priority



CREATE

Staff create the Great Experience with consumers at point of care and service:
Personal, Safe, Effective, Connected

Underpinned by consumer partnerships, staff quals, skills and experience; role clarity and satisfaction; support systems; service culture, legislation, standards, policy



PLAN & IMPLEMENT

Goals
Targets
Measures
Actions
Systems
Responsibilities



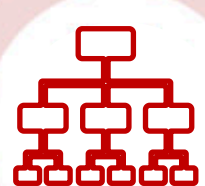
MEASURE & ANALYSE

Audits
Incidents
Reviews and Evaluation
Observation
Feedback
Gap Analysis



REPORT & RESPOND

Tell the Great Experience Story
Progress Reports
Trends and Variation
ID Risks and Gaps
Highlight Bright Spots
Support Decision-making and Action for Improvement



MANAGE

Service Managers and Leaders

Support Staff to Create the Great Experience with Consumers

- Strong Management & Leadership Skills
- Role Clarity & Accountability
- Positive Attitude & Behaviours
- Improvement & Risk Management Skills



IMPROVE

Quality Manager & Team support Board, Executives, and Managers to lead and create the Great Experience

- Quality Planning & Implementation
- Measurement & Data Management
- Systems Thinking & Improvement
- Process & Behaviour Change
- Compliance Management
- Risk Management
- Sense-making & Skill Building



LEAD

Board, Executives, & Senior Leaders implement and adjust CG Systems to support the Great Experience

- Leadership, Planning & Culture
- Consumer Partnerships
- Positive People & Practice
- Pursuing High Performance

COMMITTEES

Monitor progress and recommend action to support the Great Experience