

Quality of Care Reports

Feedback from Health Services

South West Healthcare

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Quality of Care Reports: Guideline
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Overview

- Presentation of information
- Involvement of consumers/community members
- Mandatory reporting requirements
 - Key consumer care programs/areas
 - Progress on mandatory areas
 - Safety and quality indicators
 - Continuity of care
- Presentation of data
- Distribution
- Lessons learned

Presentation of Information

- Book style report to ensure durability in waiting rooms
- Attractive cover to incite interest
- Clear headings and ‘clumping’ of the information to make easy reading
- A range of topics that are of interest to the community
- Photos of current staff and patients promote interest (especially good in small communities)

Involvement of consumers

- Community Advisory Committee actively involved
- Focus Groups to get input from groups not well represented in the Community Advisory Committee (people with chronic illness and Sudanese community)
- Some input gained, but more help in gaining info about meeting their health needs than the actual report

Mandatory requirements

- Review the feedback from the previous report
- Early planning with the quality team, relevant departments, and community links when the reporting guidelines are released to ensure data will be available
- Close liaison with the working groups/committees covering many of the mandatory areas

Key consumer care programs

- All current quality improvement projects are assessed with regard to:
 - Public interest
 - Benefits to the community
 - Collaborative nature
 - Presenting across the continuum of care
 - How recently reported
- Departments encouraged to compete for the prestige of being published

Progress on mandatory areas

- Close scrutiny of all feedback to establish improvement needs
- Use of the previous report to build on the reporting to establish trends where possible
- Link new guidelines or initiatives in that area to report against

Safety and quality indicators

- Close liaison with the staff, working groups & committees covering these indicators to establish needs and build reporting abilities
- Using best practice in other settings to improve presentation of data
- Having some continuity in the reporting so that some trends can be established

Continuity of care

- The quality co-ordinators across all areas of SWH are part of the working group to ensure the report and programs featured are representative of the continuum of care
- We included quite a visual example of the continuum of care for consumers to demonstrate this eg midwifery services

Presentation of data

- We aim for a balanced layout that flows (graphs, photos & text linked) to tell the story succinctly
- We utilise best practice guidelines in writing consumer health information for writing style, etc
- We specifically ask the consumers involved to assess how understandable the data is.

Distribution

Hard copies of the report are distributed to:

- All SWH departments for staff to access
- All waiting areas/lounge areas of all campuses
- Local & regional doctors surgeries, community centres & organisations
- Local and regional public libraries

An electronic format is available on the Internet and Intranet sites

A full-page, coloured summary of key points published in the local and regional newspapers with information on how to access the full report

Lessons Learned

- Start early, develop timeframes and keep on track!
- Establish a collaborative style of communication between the quality staff, the departments and the links into the community to actively seek information from representatives across a broad range of consumers
- Talk about it both informally and formally to promote staff interest and participation (publishing a department's quality project is seen as positive)
- Invest in a good quality camera for photos

Positive Outcomes

- Great way to regularly present what we are doing and how we are performing as a health service to the community
- The development process with staff and consumers has been a good way of giving and gaining information about our service and future needs
- It has increased department interest in contributing to the report and having their work published

Website Address to Access the South West Healthcare Quality of Care Report

www.southwesthealthcare.com.au