

Quality of Care Reports Community Health Centres



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Purpose of report

- Key strategy to reinforce accountability
- Provide information to consumers, carers and community
- Promote evidence based changes in systems and practices
- Promote continuous improvement

Who has reported

- Gradual inclusion
- Metropolitan, regional and small rural
- Community health

Demonstrate quality

- process - outcomes
- data – meaningful - trends
- satisfaction – experience of participation
- clinical guidelines – risk management
- benchmarking

Knowing our communities

- Diversity
- Population data
- Client data
- Community links

Mandatory reporting criteria

- Clinical governance - outcomes
- Credentialing and Certification
- Incorporate indicators & subsume into minimum reporting requirements

Minimum reporting criteria

- Participation – indicators
- Indigenous – Key Reporting Areas
- Culturally and linguistically diverse – Minimum Reporting Requirements
- Explanation through programs – story
- Distribution and evaluation

Minimum reporting criteria

- Continuity of care – how you improve
- Data – unplanned readmission rates
- Follow through – next years report
- Health promotion

Awards

- Integration into Victorian Public Health Care Awards
- Selection criteria
- Assessment panels
- Feedback

Timelines

- Data availability
- Annual Report - submission
- Feedback
- Awards

The future

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