

# Quality of Care Report

## CONTINUITY OF CARE

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South West Healthcare



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# Continuity of Care: A definition in literature

## Common *themes*:

- ◆ Individual: Care received and experienced over time
- ◆ Longitudinal: Care over time
- ◆ Sustained and consistent care: service elements complement each other within a coherent management plan
- ◆ Information and information transfer: accumulated knowledge of the patient as well as information transfer to another agency



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### ACHS Definition:

The intent of the Continuity of Care standard is to ensure that organisations provide high quality care and a caring environment to the consumer / patient at all times. They should do this:

- *from* the time that the consumer / patient enters the health care organisation or service
- *through to when* the consumer / patient is discharged or transferred to another organisation / service; and
- *during any ongoing* care they provide after discharge.



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# A Community Health approach

- ◆ An agreed and understood definition
- ◆ Applies to your service
- ◆ Understood by your consumers

## South West Healthcare Experience

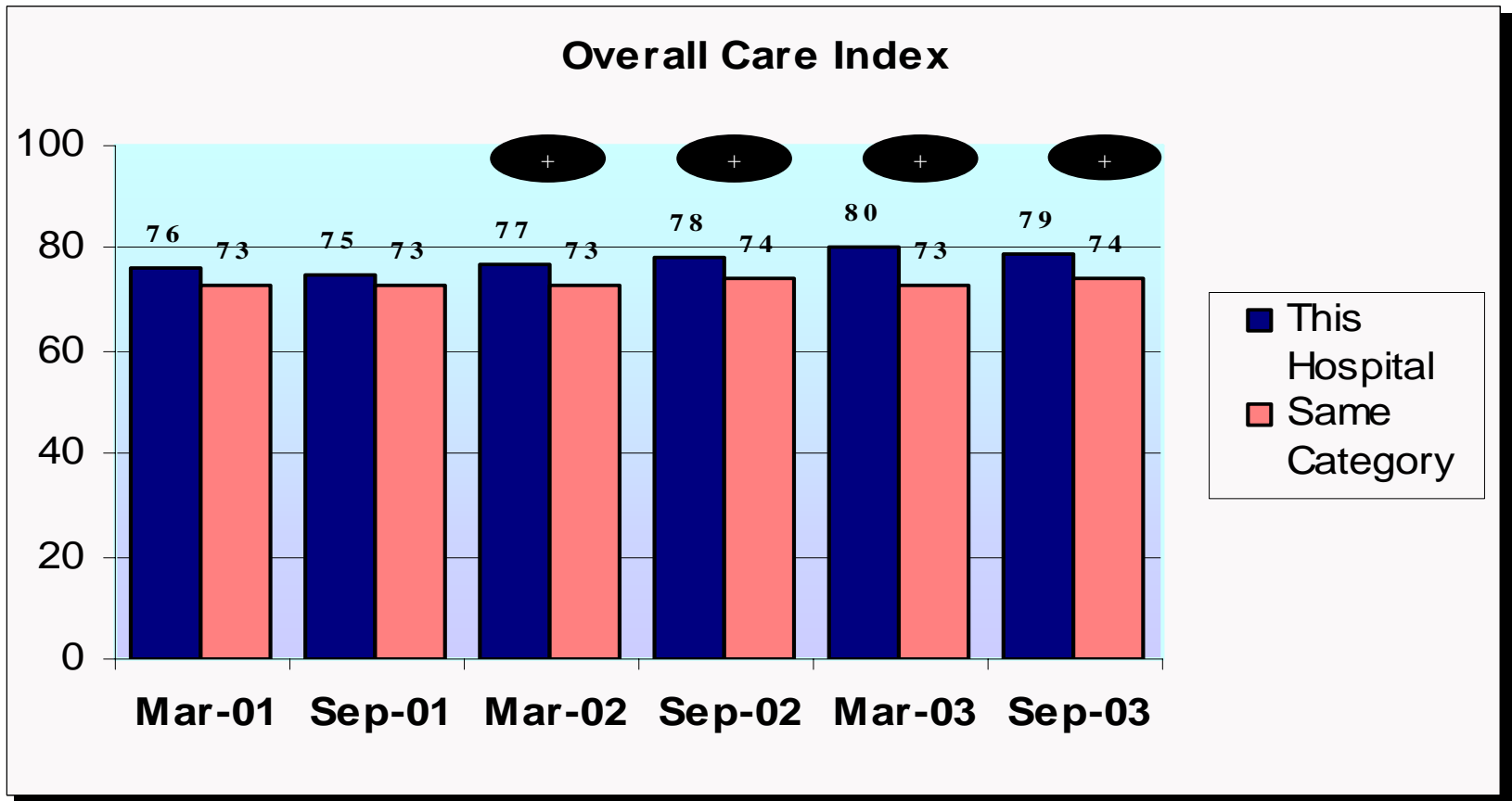
- ◆ Review previous report
- ◆ Consider current report in light of feedback alongside reporting requirements
- ◆ And our imagination!
- ◆ Start very early in the year, communicate with everyone, draw up drafts and get feedback

# Quality of Care Reporting

## Quality Indicators



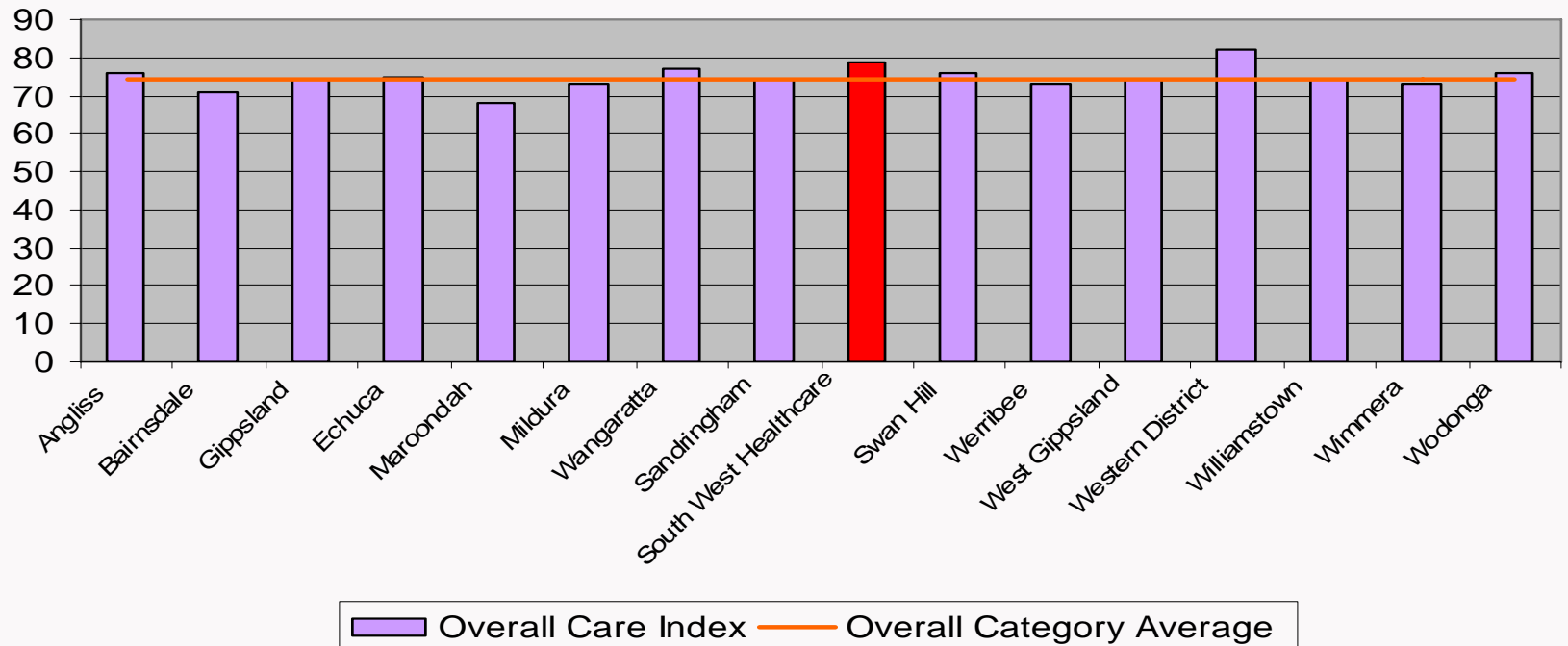
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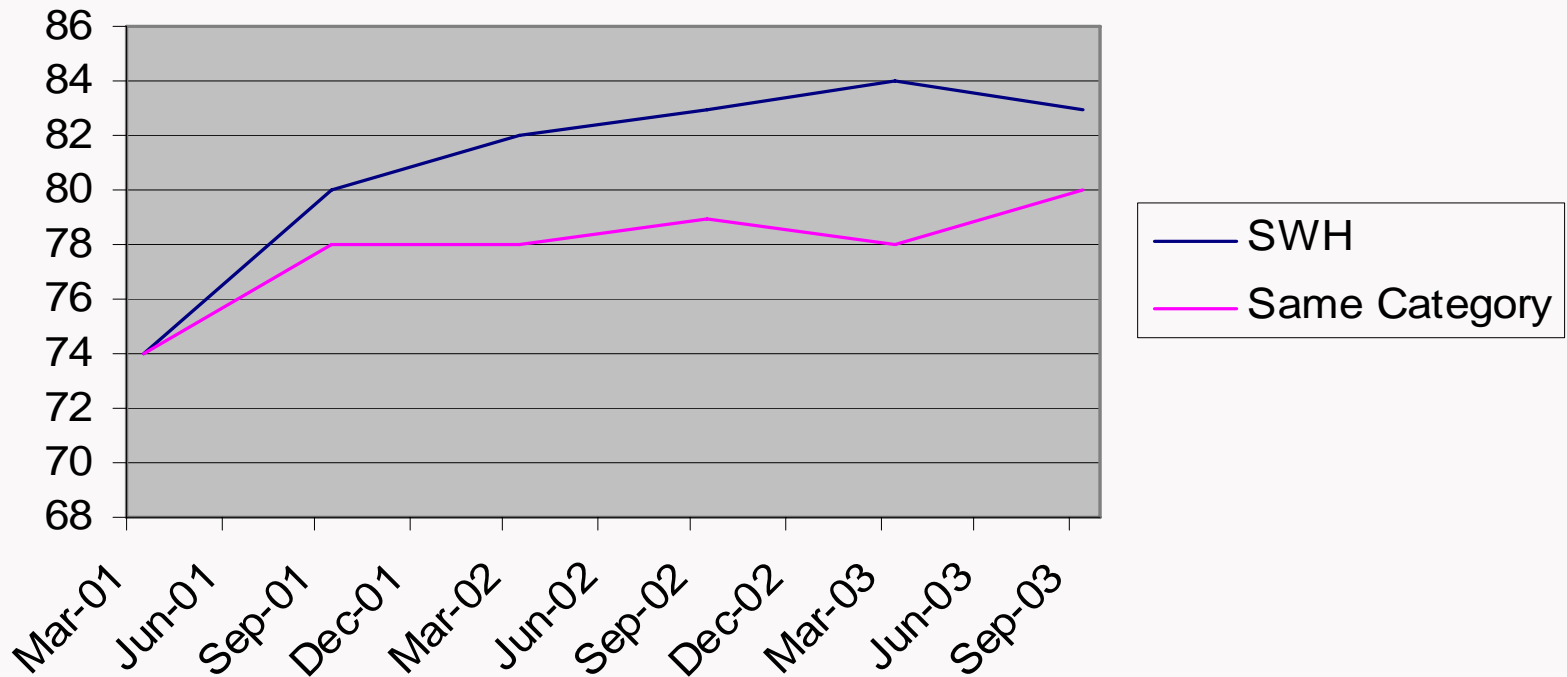
## Overall Care Index Comparative Performance (Same Category)





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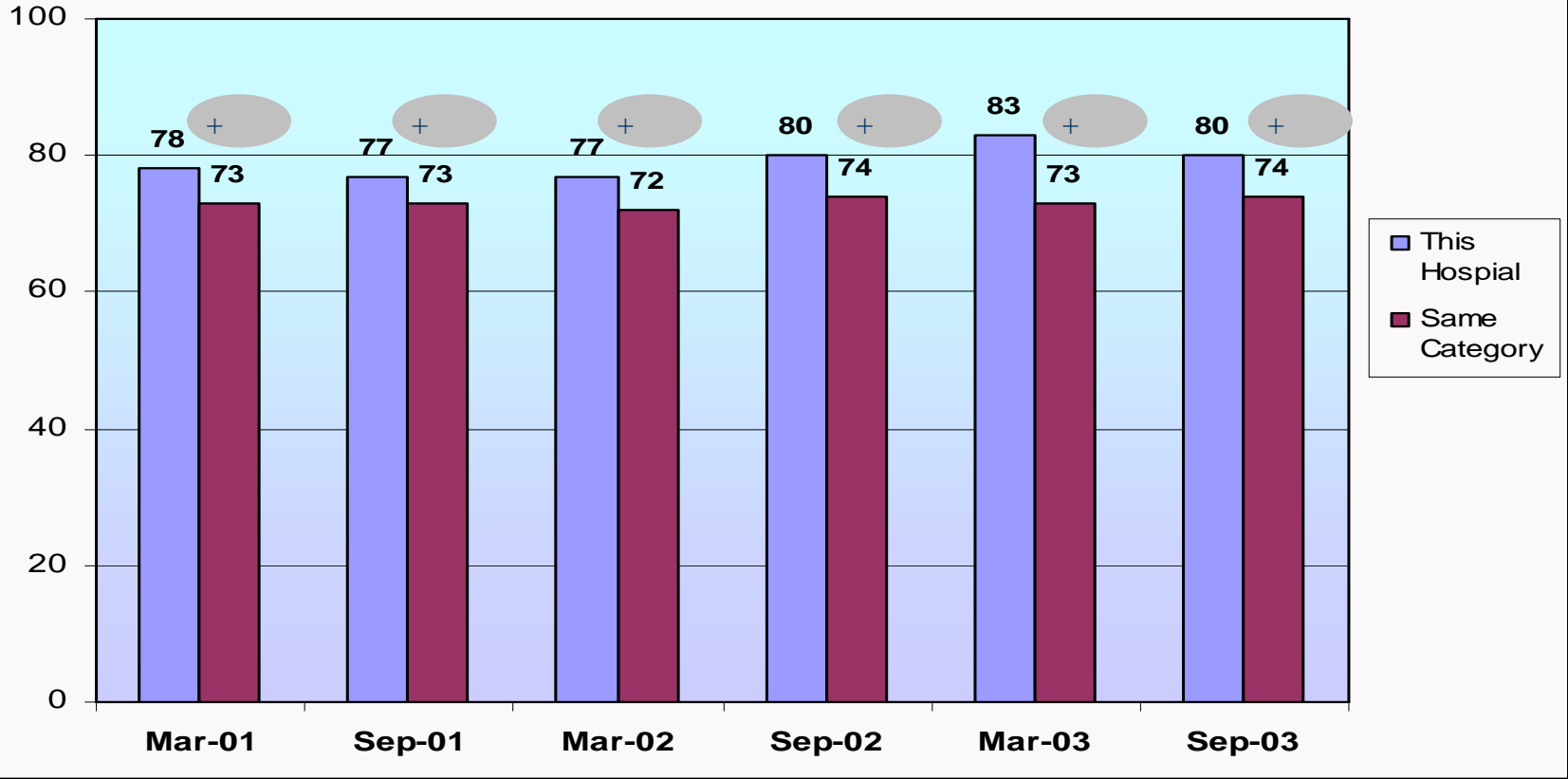
## Complaints Management - TQA Research





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**Access and Admission**

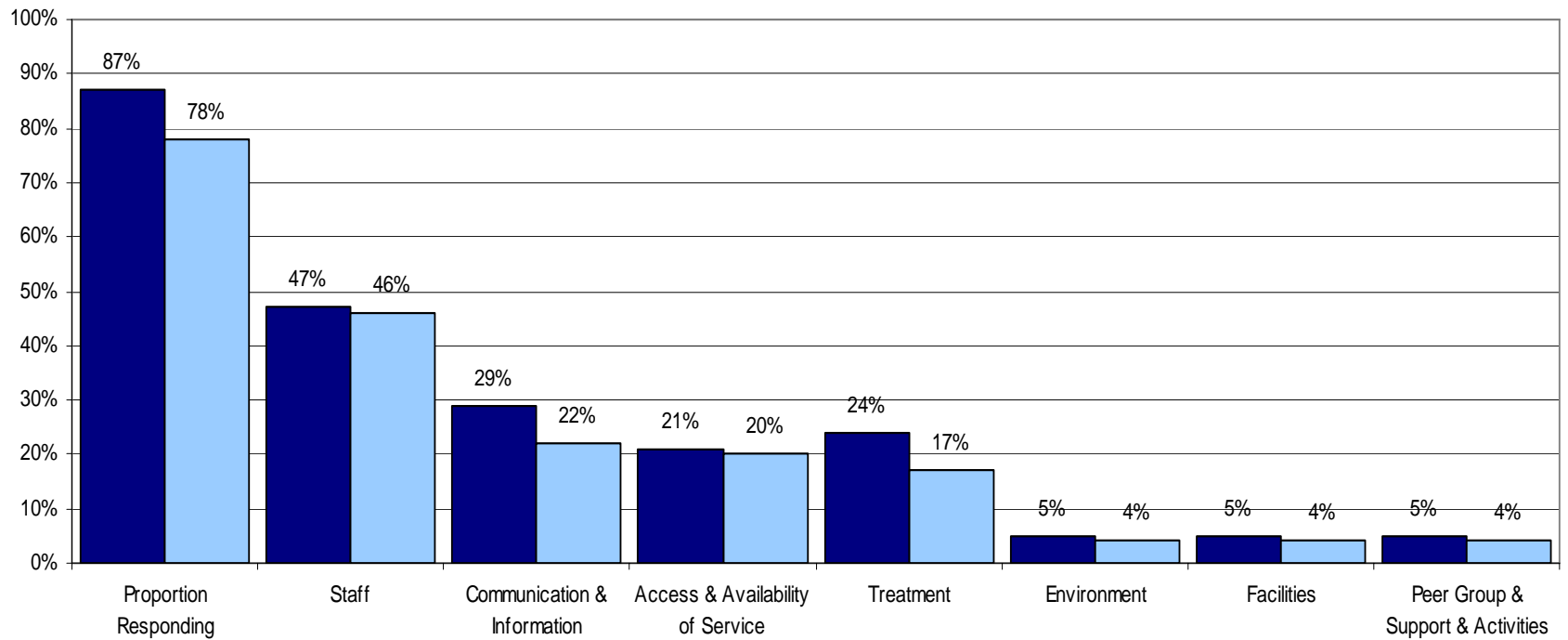




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**Strengths of the Service - Perspective of Consumers - AMHS**

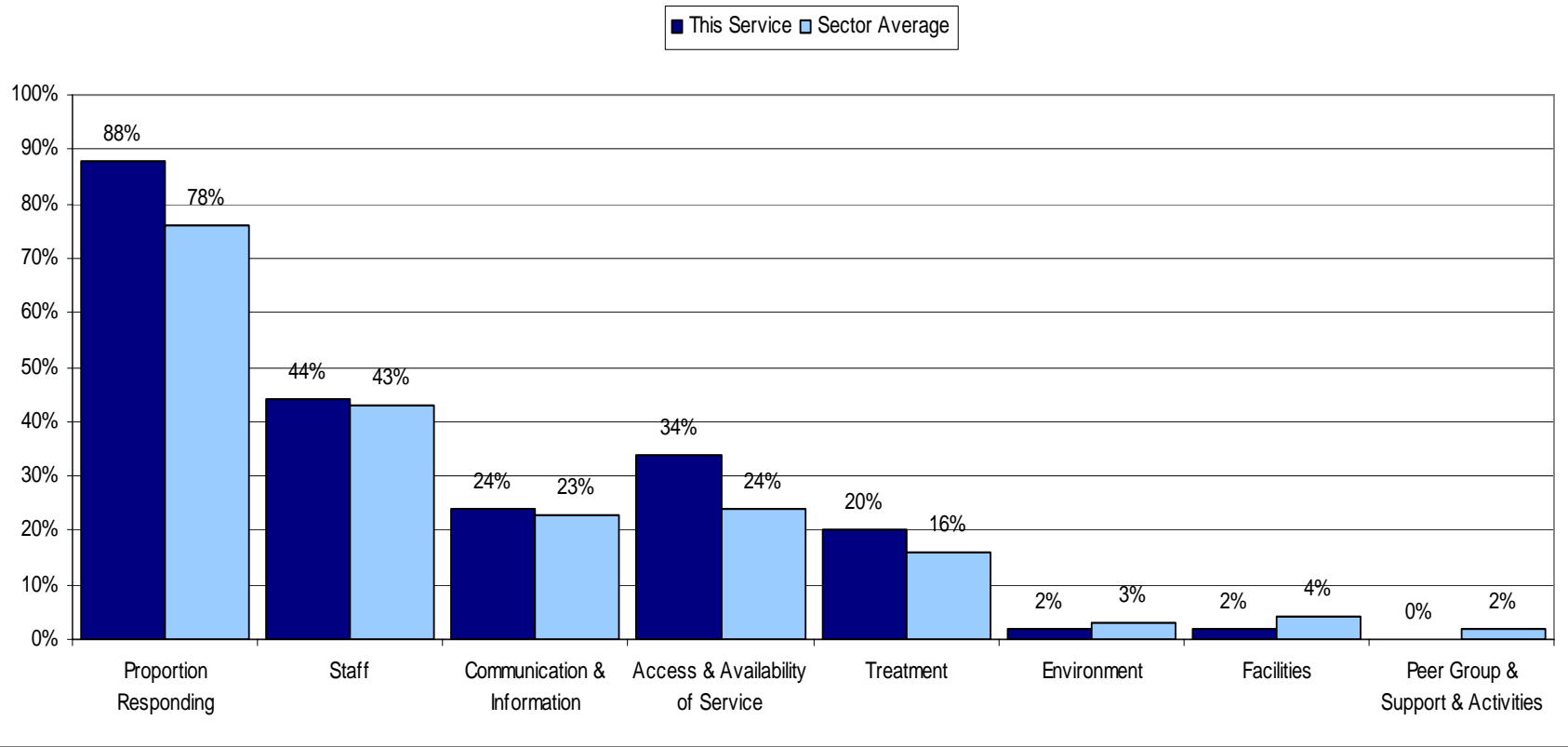
■ This Service ■ Sector Average





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**Strengths of the Service - Perspective of Carers - AMHS**



# Quality of Care Reporting

Improving coordination and continuity of care are key goals of primary care initiatives.

# Your Service Co-ordination

- ◆ How might you demonstrate this?
- ◆ Appropriate care
- ◆ Timeliness
- ◆ Assessment completion
- ◆ Client outcomes?

# Completion of the report

- ◆ Delegate completion of the report to one person
- ◆ Final report should feel and look right
- ◆ Use of good quality data, pictures, strong themes or stories
- ◆ Does not have to be long, complex or glossy
- ◆ Does need to be acceptable to everyone