

# Developing a Quality of Care Report

## Some Helpful Hints

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Community Health Centres -  
Developing a Quality of Care  
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# Overview

- Involving staff
- Involving consumers/community members
- Early planning
- Deciding topics for inclusion
- Minimum reporting requirements
- Presentation
- Distribution
- Lessons learned

# Where to Start?

- Delegate the role to someone to coordinate the process
- Early notification to departments/staff that the development process is commencing
- Invite interest - sell the notion that a Quality of Care Report gives an opportunity to showcase their work
- Develop a working group

# Working Group

- Aim for a workable size group
- Aim for representation across the service
- Regular meetings or contact

# Recruit consumer/community input

- Community Advisory Committee
- Focus groups
  - use the groups who access your services
  - can try to get input from groups who may not currently access services
- Individuals &/or key stakeholders who represent community groups

# Decide topics for inclusion

- Use the ‘Guidelines and Minimum Reporting Requirements’ from DHS
- Invite individuals/departments to submit abstracts on quality improvement activities undertaken
- Invite consumer representatives to contribute topics for inclusion
- Working group (with consumer representatives) need to check the topic selection is balanced and will meet the needs of the community

# Decide how to Present the Information

- Range of options available for hard copy
  - book, magazine, newspaper, calendar
- Need to gain input from working group, consumers and management for format choice
  - balance costs with effectiveness
- Don't forget an electronic format as well

# Plan the photos you will need to include

- Wise to invest in a good quality digital camera and encourage staff to use it throughout the year
- May need to consider using a photographer to do specific shots that are required

# Develop realistic time lines

- Develop time frames to guide the working group with planning, obtaining information /data and finalising wording
- Early contact with the designer/printer to establish adequate time frames for drafts/changes
- Plan your completed date 2 weeks prior to the actual deadline!!
- Allow at least 3 drafts

# Guidelines & Minimum Reporting Requirements

- Once started review feedback from previous report
- Review 'The Guidelines' for the upcoming year as soon as released
- Early planning with the relevant departments/people to ensure data will be available
- Build on the reporting to establish trends where possible
- Link new guidelines or initiatives in that area to report against

# Consumer Participation

- Aim to provide some background about the community
- We then outline how we facilitate consumer participation at all levels of the organisation
- We provide different examples of these strategies to help demonstrate how they work

# Consumer Participation examples

- Show how it is imbedded in the organisation
  - in strategic plan, Community Advisory Committee, Consumer Participation Plan and Consumer Participation Policy,
- Community Advisory Committee
- Satisfaction surveys/Follow-up phone calls
- Compliments & Complaints System
- Client involvement in individual health

# Quality and Safety

- The Guidelines' usually give examples for this section, and this is a good starting point
- Need to assess the relevance of these for your organisation
- We work closely with the staff, working groups & committees covering these indicators to establish and build reporting abilities
- Good to have some continuity in the reporting so that trends over time can be established
- Good to be able to compare progress with others

# Quality and Safety examples

## Falls prevention

- Outline current programs and new initiatives
- Good to demonstrate how you may have changed the program in response to client feedback
- Good to demonstrate effectiveness (regular assessments of strength, balance & coordination)
- Add some client comments to reinforce your points

# Quality and Safety examples

## Infection Control (may or may not be relevant)

- How you comply with Infection Control standards (equipment storage sterilization)
- How you deal with occupational exposures
- Staff education / knowledge
- Cleaning
- Disposal of Waste

# Continuity of Care

- Showcase services and health promotion activities across the community you service (different age groups, women/men, different cultures)
- Demonstrate how these services & activities link into other community and hospital based services
- Consider some indicators that may provide some quantitative data

# Continuity of Care examples

- Access to services and waiting lists may be applicable
- Look at referrals from relevant agencies  
eg. into falls prevention classes to see if people are continuing on with initiatives commenced in hospitals
- Chronic disease management initiatives  
How they link with relevant agencies, communication tools, rates of presentation to hospital, client satisfaction

# Presentation of data

- Choose a cover or front page that is interesting
- Clear headings and ‘clumping’ of the information to make easy reading
- Aim for a balanced layout that flows (graphs, photos & text linked) to tell the story succinctly

# Presentation of data

- Utilise best practice guidelines in writing consumer health information  
eg. clear simple language, short sentences, avoid jargon, break up the text with relevant photos, graphs
- We specifically ask the consumers involved to assess how understandable the text and graphs are to ensure maximum readability to the lay person

# Presentation of data

- Photos of current staff, clients and community groups to promote interest (especially good in small communities)
- Good idea to get written consent before taking the photos

# Distribution

Hard copies of the report are distributed to:

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

# Distribution (continued)

- An electronic format is available on the Internet & 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 within the working group, between the coordinator, 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

- Good way to regularly present what you are doing and how you 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](http://www.southwesthealthcare.com.au)