



Our Ref. NB:ga

6<sup>th</sup> April 2016

Professor Stephen Duckett  
Health Program Director  
Grattan Institute  
8 Malvina Place  
Carlton 3053

Dear Professor Duckett

Thank you for undertaking the review of Hospital Safety and Quality Assurance in Victoria following the findings of serious deficiencies in both care and clinical governance at Djerriwarrh Health Service.

A major issue for clinical governance is to know what is going on and this comes from receiving meaningful information. The current Safety and Quality information provided to health services by the Department of Health & Human Services needs to be improved for good clinical governance. If DHHS can develop a meaningful set of measures for all health services, it will avoid the wide variety of reports in existence. Education for Board Directors to interpret safety and quality measures is crucial for success in this area.

Thank you again for the valuable work you have undertaken.

Yours sincerely



NICK BUSH  
**CHIEF EXECUTIVE**



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