
ANNUAL REPORT TO THE PUBLIC
ON
QUALITY IMPROVEMENT ACTIVITIES UNDERTAKEN OR OVERSEEN

BY

Psychological Medicine Clinical Care Unit (PsMCCU)
SYSTEMS COUNCIL
Women's and Children's Health Service

<p>Please send completed reports to: Dr Brian Lloyd Chief Medical Officer Department of Health PO Box 8172 Perth Business Centre Western Australia 6849</p>

If you require any further information, or have any queries, please contact the Office of Safety and Quality in Health Care on 9222 4080.

Please note: The information you provide in this form must not identify, directly or by implication, any individual health care provider or receiver.

Contact details of person providing the report:

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Signature:.....

1. Name of Committee.

Psychological Medicine Clinical Care Unit (PsMCCU) Systems Council

2. Name the health care facilities that contribute to this Committee.

Women's and Children's Health Service.

Princess Margaret Hospital for Children.

Kind Edward Memorial Hospital for Women.

3. Give a brief description of the purpose of Qualified Privilege including the balance of the public interest in access to information and encouragement of participation by health care professionals in quality assurance.

Qualified privilege allows clinicians to engage in the process of quality improvement through detailed assessment of Psychological Medicine Clinical Care. The quality privilege granted to the Systems Council creates a forum whereby issues regarding continued improvement of professional practice can be discussed in a non-adversarial, 'no blame' environment, with the objective of identifying system issues requiring improvement.

Periodically the information discussed within Systems Council meetings can be personal, frequently concerning staff and/or patient/client names and details. For that reason it is imperative that systems council provide protection regarding the disclosure of personal and sensitive information.

Meeting discussions are minuted in a confidential manner and stored in a secure location ensuring privacy of personal details. The Quality Privilege afforded to the Systems Council has encouraged the reviewing of issues influencing the system as a whole, thereby providing an avenue for exploring the quality of service provided and determining methods for continued measurable improvement.

4. Describe the main functions of the Committee.

Please refer to the Terms of Reference attached; specifically section 1.0 Purpose, and section 2.0 Responsibilities.

5. Attach the Terms of Reference (TOR) and any proposed changes to the TOR.

Please see attached Terms of Reference.

6. Describe the categories of membership of the declared Committee.

Members of the Systems Council are drawn from the spectrum of those involved in providing care within the Psychiatric Medicine Clinical Care Unit, for further information please refer to the Terms of Reference attached; specifically section 3.0 Composition.

7. a) What services have been assessed and evaluated by the committee?

- *Adverse incidents monitoring.*
- *Clinical guidelines and pathways.*
- *Audit QA activities.*
- *Review of generic and clinical processes.*
- *Clinical Indicators.*
- *Workplace environments.*
- *Consumer involvement, awareness and feedback.*

b) What action has been taken as a result of the assessment and evaluation?

Actions taken as a result of assessment and evaluation include –

- *Improved staff awareness of processes and procedures through review of all clinical pathways and guidelines as well as critical incidents.*
- *Modification of/or introduction of generic and clinical guidelines*
- *Improved professional practice through education and training.*
- *Improved quality and handling of records through the review and updating of processes, forms, assessments and documentation.*
- *Providing safe clinical care environment for both staff and consumers through workplace inspections and emergency preparedness training techniques.*
- *Improved service provision and programming needs for the consumer through involvement and collaboration.*

c) What were the results of the action and the lessons learnt (if known at the time of producing report)?

Results of actions determined-

- *Ongoing commitment to the promotion of both awareness and performance through education, and training.*
- *Promoting consumer awareness and increasing consumer involvement.*
- *Improving techniques of handling and responding to aggression.*
- *Improving workplace and clinical care physical environments.*
- *Improving responses to critical incidents.*
- *Improving awareness and responses to emergency situations.*
- *Ongoing provision of safe and health promotion environments.*

8. Attach a summary of the information management policy.

Refer to the attached Terms of Reference and Systems Council process.

Systems Council members are aware of and comply with the requirements of the Health Service Quality Improvement Act 1994 regarding the disclosure of information. Reports provided to the Medical Advisory Committee contain de-identified information.