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Academy



Clinical Governance and Practice Improvement in Hospitals

Protecting Patients, Staff And Organisations

6 MODULES | 6-WEEK ONLINE COURSE | 29 April - 7 June 2024 | 14 October - 22 November 2024



Online Program

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Course Information

Key Learning Objectives

- Understand clinical governance in hospitals and how it improves efficiency and practice, prevents incidents, manages risk, enables accreditation and shares accountability for good practice across all levels of staff
- Discover ways to achieve effective clinical governance, the systems to have in place and the optimisation opportunities
- Understand patient, community, government and regulatory expectation
- Learn about the strategies used by high-performing organisations

About the Course

This course offers comprehensive clinical governance education and training. It is designed to give you a step-by-step, in-depth understanding of healthcare oversight and the processes which work together to improve practice and produce good clinical outcomes.

You will gain essential knowledge to influence change for the benefit of patients and staff in a climate of increasing chronic disease, high community expectations and staff stress. The clinical governance course has 6 modules, delivered over a 6-week period. Each module contains up to 2 hours of online learning, consisting of short videos, written notes, discussion points for the online forum and quizzes.

Between modules, there is an opportunity to interact with other participants and the facilitator via the online forum.

Who Will Benefit

- Current and future leaders of hospital services
- Medical and nursing leaders
- Clinical governance committee members
- Hospital administrators
- Clinical service directors and managers

Meet Your Course Director



Michele Moreau

Michele is a registered nurse and midwife. She has specialised in the field of Clinical governance for over 10 years. Michele currently works as clinical governance advisor for PHI and assists organisations involved in coronial, serious incident and complaint investigations.

Her experience includes leading the risk management service for tertiary hospitals, the oversight of medico-legal cases, complaints systems, root cause analyses, open disclosure, credentialing processes, staff performance issues and clinical governance committees.

Michele's has authored Clinical Governance Frameworks for services covering hospital, aged, community, disability, mental health and foster care. She has practical experience in the implementation of clinical governance and the training of board members, committee members, clinical and support staff.

Michele's interest lies in improving the effectiveness of clinical governance to achieve meaningful outcomes for patients, families and staff. She has experienced first-hand the impact on staff, when they were unaware of how to manage patient risk, the consequences of this failure in duty of care on their mental health and careers. Michele has also been present to feel and witness the impact on families, when clinical governance fails and lives are lost.

Michele teaches to assist organisations to build systems which enable staff to work in the safest way possible, to learn from errors and successes.

Preventing Harm Initiative (PHI) aim is to share skills, knowledge and systems with staff to actively protect themselves and patients from error.

Course Outline

MODULE 1:

CLINICAL GOVERNANCE IN HOSPITALS – WHAT IS IT AND WHY IT ADDS VALUE

In Module 1, we will look at the Clinical Governance method for achieving high-quality care and the impact on patients, staff and organisations when it's missing or ineffective. We will finish by thinking about the goals we wish to achieve with clinical governance within our own hospital.

Module overview:

1. Clinical governance and its most important element.
2. Case studies: Examples of avoidable harm when clinical governance fails.
3. Realising value: The clinical governance systems which improve practice and mitigate risk
4. Setting clinical governance goals and leading change in the key areas of partnering with patients to improve health outcomes and antimicrobial stewardship

MODULE 2:

SERVICE DESIGN AND DELIVERY – HAVING THE RIGHT PLAN

In Module 2, we will look at the clinical governance processes used to design service delivery to achieve outcomes and support staff to successfully offer exceptional care.

Module overview:

1. Consumer, community participation and co-design
2. Service delivery goals and maximising service access
3. Designing the service environment to enhance the staff and patient experience
4. Standardising and guiding evidence-based practice

MODULE 3:

HIGH-PERFORMING STAFF

In module 3, we will look at the clinical governance processes used to ensure we have the workforce capability to provide first-rate care.

Module overview:

1. Healthy workplaces and happy staff
2. Recruiting the right people.
3. Credentialing and scope of practice
4. Roles and responsibilities – sharing accountability for good practice
5. Developing and improving staff performance

MODULE 4:

RISK, INCIDENT AND COMPLAINT MANAGEMENT, THE HALLMARK OF A LEARNING ORGANISATION

Module overview:

1. Risk assessment, risk decision making and how to make risk registers useful
2. Incident prevention: avoiding negligence
3. Incident and complaint reporting: improving the documentation
4. Systems analysis investigation – the skill used by patient safety leaders
5. Open disclosure – improving the patient experience and minimising medico-legal risk

MODULE 5:

QUALITY AND MEASURING OUTCOMES

In Module 5, we will take a deep dive into the role of quality improvement and outcome measurement.

Module overview:

1. Measuring what matters and reporting useful data
2. Clinical audit – adding value and removing waste
3. Prioritising improvement – work smarter
4. Accreditation preparation

MODULE 6:

GOOD GOVERNANCE

In module 6, we will look at the role of governance committees in achieving safe, high-quality care and meeting community expectations.

Module overview:

1. Governance expectation
2. Lean committees – opportunities to improve effectiveness
3. Role, responsibility and accountability – what Terms of Reference look like
4. Clinical governance systems – how do you know their working
5. Receiving and responding to reports – when to watch and when to act

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Easy Ways to Register



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Academy

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Informa Connect Academy has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

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- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Speak with **Sushil Kunwar** on **+61 (2) 9080 4370** to discuss your customised learning solution, or email inhouse@informa.com.au



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