

Informa Connect

Academy



# Clinical Governance and Practice Improvement

Learn how to meet 2024's expectations of practice, patient safety and quality management

LIVE ONLINE TRAINING

14 - 15 March 2024 | 1 - 2 August 2024



Live Digital

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# Course Information

## Live Online Training

March 2024

Part 1

14 March

Part 2

15 March

1pm - 4pm AEDT

August 2024

Part 1

1 August

Part 2

2 August

1pm - 4pm AEDT

## Key Learning Objectives

- Understand clinical governance 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 expectations
- Learn about the strategies used by high-performing organisations

## Who Will Benefit

Clinical governance education and training will benefit leaders in health and aged care services, medical oversight committee members and staff working in patient safety, risk and quality management.

It is particularly suited to people who are new to clinical governance or people looking to increase the effectiveness of clinical governance to improve practice.

## About the Course

Clinical governance is the system by which the governing body, managers, clinicians and staff share responsibility and accountability for the quality of care, continuously improving, minimising risks and fostering an environment of excellence in care for consumers.

Clinical Governance and Practice Improvement course will look at 2024's expectations of how an organisation achieves safe, high-quality care in an environment of rising expectations and cost pressures. Its intention is to simplify the concept of clinical governance and provide strategies to make it easier to achieve practice improvement.

We will start by discussing the origins of clinical governance and the systemic patient safety failures which have been judged publically as a failure in clinical governance. The impact this has had on the leadership teams, the reputation of these organisations and the wider community.

Then, we will systematically look at what effective clinical governance looks like in practice. Covering the key foundational patient safety initiatives used by high-performing organisations to enable practice improvement.

This discussion will give you the opportunity to consider ways to improve practice whilst improving the patient experience and meeting regulatory expectations.

We will finish by reflecting on the key indicators of clinical governance to help you prioritise where to start.



*"One of the most valuable and informative days I have done in my nursing career. Michele was a wonderful facilitator with an ability to relate everyday practice into the course."*

**Nurse Manager, Tunstall Healthcare**



*"The instructor was fantastic. Very knowledgeable, engaging and patient. Was able to meet everyone's needs and provided relevant examples."*

**Head of Dept. Obstetrics & Gynaecology, SJOG Midland**

# 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

### INTRODUCTION TO CLINICAL GOVERNANCE

- What is clinical governance
- Benefits to organisations, staff and patients.
- Real examples of its public failures and what we can learn from them
- The role of government, regulatory authorities, the board, management and clinicians

### CONSUMER PARTICIPATION

- Patient and community expectation
- Person-centred care
- Co-design and participation opportunities

### INFORMATION SYSTEMS, POLICY, PROCEDURE AND CLINICAL GUIDELINES

- Security and privacy
- Communicating information
- Achieving procedure-informed practice

### STAFF

- Getting the working environment right
- Governance expectation of staff recruitment, training, credentialing and performance development
- Opportunities to make it simpler and easier

### RISK MANAGEMENT

- Why it's the most powerful tool in patient safety

- Responsibility for risk management
- The essential skill – risk assessment

### 6. INCIDENT AND COMPLAINT MANAGEMENT

- Human error and systems thinking
- Recommended methods for management and investigation
- Learning organisations
- Open disclosure of adverse events

### QUALITY, ACCREDITATION AND OUTCOMES

- Keys to successful accreditation
- The role of performance indicators in measuring patient outcomes
- Expectation of quality improvement plans and auditing

### GOVERNANCE COMMITTEES

- Performance expectation
- Clarity of purpose
- Optimising effectiveness
- Answering the question, 'Where does responsibility sit?'

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## Easy Ways to Register



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[training@informa.com.au](mailto:training@informa.com.au)

## Clinical Governance and Practice Improvement

Course Code	Location/ Format	Course Parts	Course Dates	Standard Price		<b>Great Savings:</b> When you book <b>4 or more</b> participants! <b>Call us</b> today on <b>+61 (2) 9080 4399</b> or email <b>training@informa.com.au</b> to take advantage of the discount offer.
P24GL20AUV	Live Digital	All 2 Parts	14 - 15 March 2024	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	
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## ABOUT INFORMA CONNECT ACADEMY

**Informa Connect**

# Academy

**Informa Connect Academy** is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

## ON-SITE & CUSTOMISED TRAINING

**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.

## WHY CHOOSE ON-SITE WITH INFORMA CONNECT ACADEMY?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 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](mailto:inhouse@informa.com.au)



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