

Safety and Quality Strategy 2024–2028

Our vision: **Together we will create Australia's healthiest community.**

Our purpose: **Better lives through better health.**

About this strategy

Metro South Health (MSH) is committed to ensuring our care delivers great experiences and great outcomes.

The Safety and Quality Strategy sets out the opportunities we have to ensure our care is high quality, safe, timely, effective, efficient, equitable, respectful and reliable. Our safety and quality priorities place people at the centre of everything we do. This includes staff (our people) and consumers. We consider patients, carers and families as consumers of our service.

The strategy has been developed with consumers and our people, to support how we deliver safe, reliable and quality care every day to consumers and the community. The strategy complements the strategies underpinning the six transformation principles of the *MSH Strategic Plan 2024-2028* to deliver our vision and our purpose. It is supported by the *MSH Clinical Governance Framework* which provides the foundations required to achieve our safety and quality strategic objectives.

Our people, regardless of their role, have a responsibility to contribute to service and care delivery that is safe, high quality and reliable. By aspiring to achieve the priorities identified in the strategy, we will strengthen our commitment to consumers and the community, as we partner to deliver great experiences and great outcomes.

The Safety and Quality Strategy aims to:

- ensure our people are at the forefront of change, so that they can shape it
- champion our people as leaders in safety and quality and share this expertise in clinical and educational settings
- support the safety and quality of care consumers and the community receives, to ensure our care delivers great experiences and great outcomes
- design systems of care that are safe and reliable
- strengthen the psychological safety of our people through effective communication to promote the delivery of safe and reliable care.



Our care delivers great experiences and great outcomes

Opportunities

- To work better together with consumers and our partner organisations to provide services that empower them to feel heard and make decisions to improve their experience.
- To continue to build a culture of quality improvement and embrace change and innovation.
- To spread a positive patient safety culture across all of MSH, that prioritises safety, engages our people and enables great outcomes for consumers and the community.
- To strengthen the use of patient safety and clinical outcome data to improve the delivery of reliable, effective and efficient care.
- To listen to our people and support them to speak up and escalate patient safety concerns.
- To work in partnership with our healthcare partners to improve the transition between healthcare organisations and the community.

Challenges

- Providing health services that meet the diverse needs and expectations of the community we service, ensuring our systems of care are safe, reliable and deliver the best outcomes.
- Encouraging our people to learn from our successes and failures to improve system performance.
- Delivering timely training to meet the needs of our people in order to build a positive patient safety culture and resilient workforce.
- Maintaining a skilled workforce within our safety and quality teams and supporting them to support our frontline staff, including their psychosocial wellbeing.
- Maximising the full potential of data collection and analysis to enhance patient safety and quality outcomes.

We will respect, protect, and promote human rights in our decision-making and actions.

Our MSH values:



Compassion



Accountability



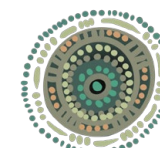
Respect



Engagement



Excellence



Acknowledgement of Country

Metro South Health recognises and pays respect to the traditional custodians of the land and waters—the Yugambeh, Quandamooka, Jaggera, Ugarapul, Turrbal and Mununjali peoples—and to Elders, past, present and emerging.



Queensland Government

Safety and Quality Strategy 2024–2028

Strategic objective	Great patient experience	Great patient outcomes	Safe and reliable care	Always improving
Strategies	<ul style="list-style-type: none">» We respond to consumer feedback in ways that allow consumers to feel heard and incorporate feedback into system improvement.» We skilfully assess and plan for the cultural, psycho-social and health needs of consumers to improve the quality of care.» Interpreter and translation services are timely, accurate and accessible and improve patient safety and experience.» Healthcare information is easily accessed, readily available and tailored to the individual needs of all consumers.» We partner with consumers to co-design and improve systems of care and services for great patient experiences.» Healthcare is provided in environments that are clean, safe and clutter free.» Consumers have access to healthy, nutritious, and appetising food.	<ul style="list-style-type: none">» Consumers’ goals of care are incorporated into care and treatment plans.» We use the best available evidence to inform treatment plans and pathways and improve outcomes.» Clinical outcomes are improved by responding to negative variations in benchmarked data sets.» Patient and staff experience, patient-reported and clinical outcomes and clinical incident data are used to evaluate the safety and quality of care.» Health outcomes for at risk communities are improved through targeted cultural and clinical interventions.» Integration and coordination of care for patients with chronic and complex needs is improved by partnering with primary care and social service providers.	<ul style="list-style-type: none">» We promote psychologically safe practice environments so that patient safety risks are identified, escalated, and addressed as early as possible.» Establishment of the MSH Safety and Quality Faculty supports staff with skills and knowledge to design safe and reliable systems of care.» Consumers are supported to improve patient safety for their own care, in the co-design of systems of care and by participating in clinical reviews.» When things do go wrong, we offer meaningful apologies, address problems in a timely manner and make reliable and sustainable changes to prevent future harm.» Systems of care are co-designed to ensure we deliver safe and reliable care.» Our safety and quality systems sustain quality improvements arising from clinical review recommendations.	<ul style="list-style-type: none">» We critically think and embrace new ideas to continuously improve patient safety and quality of care.» Opportunities to share learnings, celebrate successes and highlight excellence are embraced.» Patient safety and care quality are improved as we build our improvement and innovation science expertise.» We foster a model of continuous and ongoing improvement to ensure our accreditation outcomes reflect our daily practices.» Governance systems for clinical trials are integrated into routine systems of care for improved patient outcomes.» Safety II and Restorative Just Culture approaches strengthen patient safety and quality of care.» Clinicians and data scientists are supported to curate, analyse and disseminate clinical insights that improve the safety and quality of care.
What does success look like?	<ul style="list-style-type: none">» Improved patient experience.» Increased satisfaction with the MSH consumer feedback process.» Staff have completed the <i>Tailoring communication for health literacy</i> learning module.» Improved consumer satisfaction with health care environment, food services and retail outlets.» Improved access and satisfaction with language services.	<ul style="list-style-type: none">» Systems established to support consumers to identify and communicate their goals of care.» Reduction in negative variation in benchmarked data sets.» Improved usage of dashboards.» Improved patient outcomes.» Care is consistently provided in line with Clinical Care Standards, clinical guidelines and policy documents.» Increased use of triangulated patient experience, safety and patient outcomes data to detect clinical variation.	<ul style="list-style-type: none">» Implemented organisational communication and patient safety escalation program.» Organisational safety and quality faculty implemented.» Positive patient safety culture embedded across the organisation.» Reduced preventable and avoidable patient harm.» Consumers and their families appropriately involved in clinical incident management processes.» Needs of consumers and their families are met through Open Disclosure processes.	<ul style="list-style-type: none">» Improved workforce capability and capacity to lead quality improvements and innovation.» Learnings shared across the organisation through improved system coordination and publication of outcomes.» Accreditation status maintained in all our Directorates.» <i>National Clinical Trials Governance Framework</i> implemented.» Demonstrated improvements in the maturity of our clinical governance systems.» Implemented data literacy program.
Alignment to MSH Strategic Plan	<ul style="list-style-type: none">» Our care delivers great experiences and great outcomes.» We improve health equity for our community.	<ul style="list-style-type: none">» Our care delivers great experiences and great outcomes.» Harnessing digital health to improve access, insights and results.» Research and innovation, improving the future of healthcare today.	<ul style="list-style-type: none">» Our care delivers great experiences and great outcomes.» Our people are our success.	<ul style="list-style-type: none">» Our care delivers great experiences and great outcomes.» Our people are our success.» Research and innovation, improving the future of healthcare today.