

Metro South Health Safety and Quality Strategy 2024–2028

Easy English version



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We acknowledge Country



We respect the traditional owners of the lands, rivers and sea.

We respect the Yugambeh,
Quandamooka, Jaggera, Ugarapul,
Turrbal and Mununjali people.

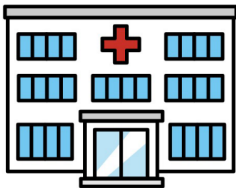
We respect Aboriginal and Torres
Strait Islander Elders.

We respect Aboriginal and Torres
Strait Islander people with
disability.

About Metro South Health

Metro South
Health

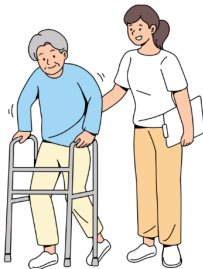
Metro South Health (MSH) is our name. We have these services:



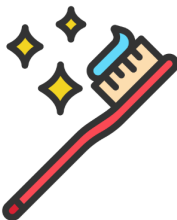
- Hospitals.



- Community health centres.



- Services that visit people at home.

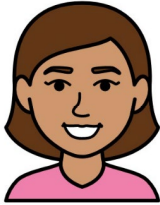


- Dentists.



- Mental health teams.

What is safety and quality?



We want everyone to get the best health care.



Safety and quality is what we use to make sure everyone gets the best health care.



– **Safety** means making sure nothing goes wrong.



– **Quality** means giving people the best possible experience.

About our Plan



To help us give you the best health care, we wrote a **Safety and Quality Strategy**.

This can also be called a Plan.



– A **Safety and Quality Strategy** (Plan) is a document that says what we will do in the next 4 years.

How did we write the Plan?



We spoke to:

- health care staff
- patients
- other health care providers.

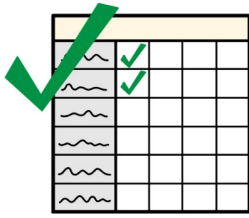


We looked at other plans and needs
in Metro South Health.



We looked at things that other
health services have done.

What is the Plan about?



Our Plan has 4 sections:

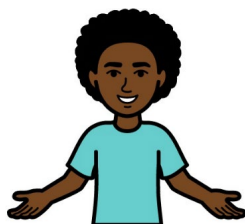
- 1 Great patient experience
- 2 Great patient outcomes
- 3 Safe and reliable care
- 4 Always improving

We will explain what these things mean on the next few pages.

1 Great patient experience



We will listen to people and find out what they want.



We will make sure everyone feels welcome.



We will make sure our hospitals and health centres are clean.



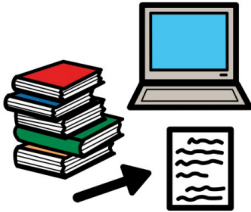
We will give people healthy and tasty food.

2

Great patient outcomes



We will always talk to patients about their healthcare.



We will use **evidence** to decide what kinds of health care we provide.



- Using **evidence** means we:
 - look at what has happened to other patients with the same health problems
 - listen to experts.

2

Great patient outcomes, continued



We will support **diverse communities** and people with **complex needs**.



– **Diverse communities** includes:

- people born in other countries
- people who don't speak English
- people with disability
- people who are Aboriginal or Torres Strait Islander
- people who identify as lesbian, gay, bisexual, transgender, queer or intersex (LGBTQI+)
- people with no fixed address.



Complex needs means:

- people who have had health problems for a long time
- people who have more than one health problem.

3 Safe and reliable care

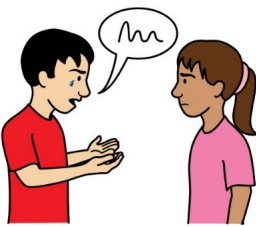


We will support our staff to find and fix any **patient safety risks**.

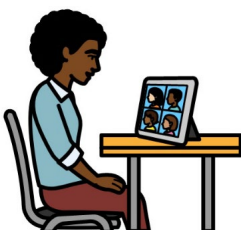
NOT OK



– **Patient safety risks** means things that might go wrong while a patient is getting health care.



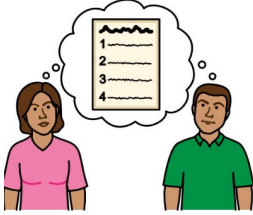
When something goes wrong, we will say sorry and make changes to be better.



We will make sure we learn from any mistakes.

4

Always improving



We will think about ways to make our healthcare better.



We will try new things.



To find out what is working and not working, we will:

- talk to each other about healthcare
- share good and bad things
- look at numbers and data.

Thank you for reading.

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