



Policy and Practice: A Partnership for Better Outcomes

"Accreditation and Patient Safety Right From the Beginning!"

Clinical Governance and Clinical Audit

Ms. Dalal Abu Al-Rub , Head of Training , HCAC
Ms. Omaima Nassar , Head of Standard s Development , HCAC

1



Ground Rules



2

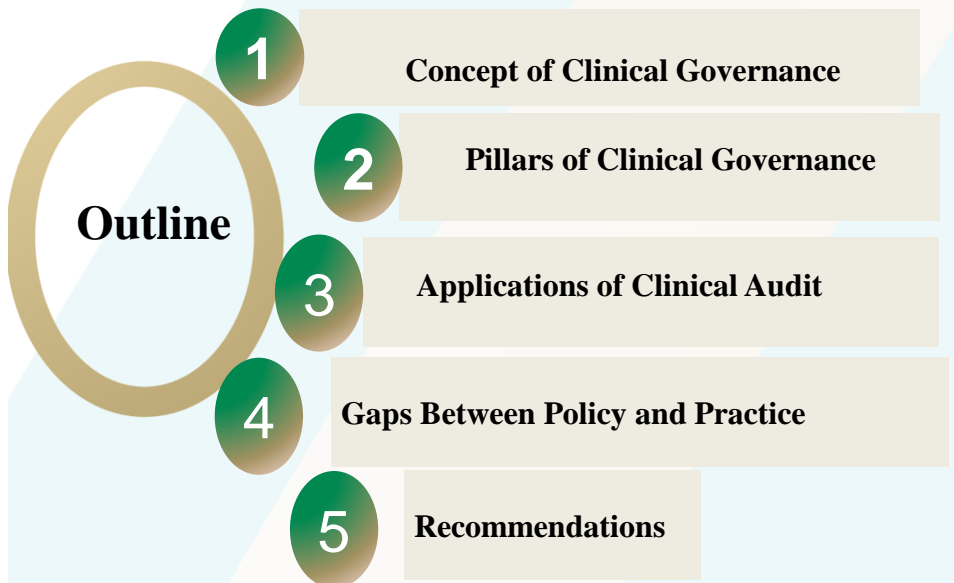
Reminders

- The devices and headsets on the tables are used for translation purposes
- Please use the microphone when making a comment.



3

3



4



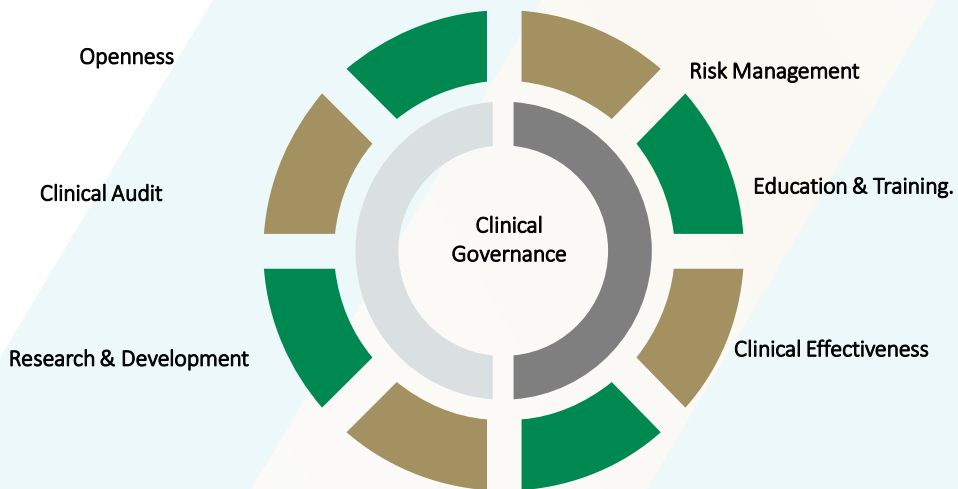
Clinical Governance is

“A framework through which healthcare organizations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish “ (NHS)

5



Clinical Governance-Pillars



6



Study

Rethinking clinical governance: healthcare professionals' views

Clinical governance is a practice-based, value-driven approach that has the goal of delivering the **highest possible quality care** and ensuring **the safety of patients**.

Source: Gepke L Veenstra, BMJ Journals, 2016

7



Study

Clinical Governance: It's All About Quality

Clinical governance is a mechanism that enables **quality to be placed at the heart of everything** that we do as support workers. Every patient has the right to know that the care they are receiving is of the highest possible standard and quality

Source: researchgate, 2013

8

Health service accreditation as a predictor of clinical and organizational performance

Accreditation results predict leadership behaviours and cultural characteristics of healthcare organizations but not organizational climate or consumer participation, and a **positive trend between accreditation and clinical performance is noted**

Source: Jeffrey Braithwaite, David Greenfield, BMJ quality and safety ,2010

9

Role of Governing Body

Establish culture

Quality improvement

Laws and regulations

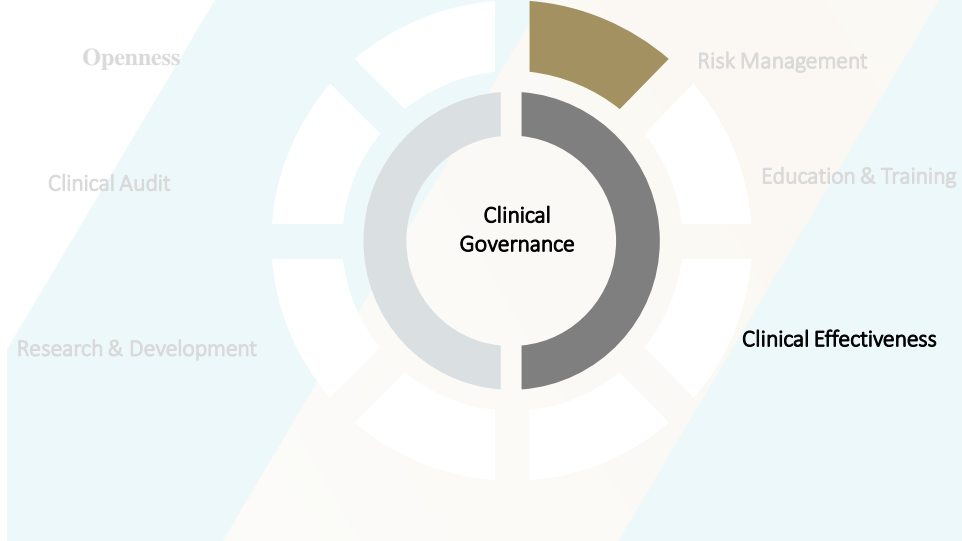
Establishes a strategic and policy framework

Professional code of conduct

10



Clinical Governance-Pillars



11



Clinical Effectiveness

Best evidence-based care for the patient while making good use of available clinical resources

12



Clinical Effectiveness

Resources availability???

Implementation?

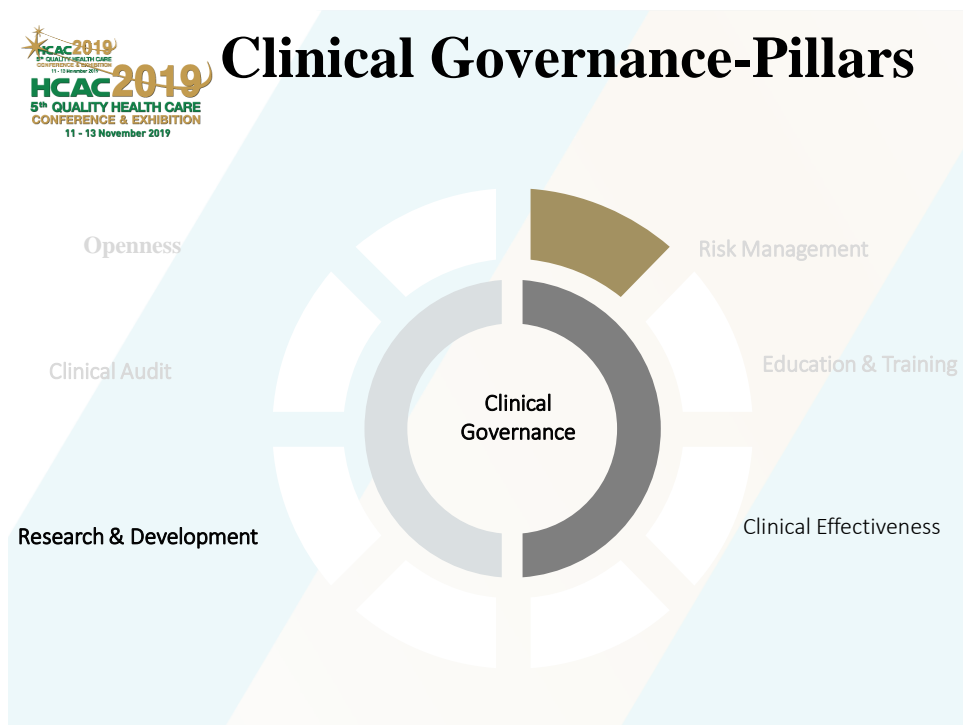
Physician's perspective

Teamwork

13



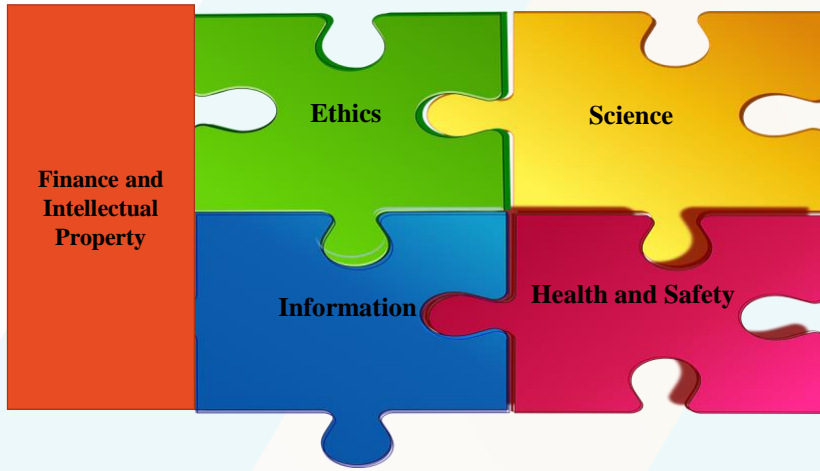
Clinical Governance-Pillars



14



Research



15



Research

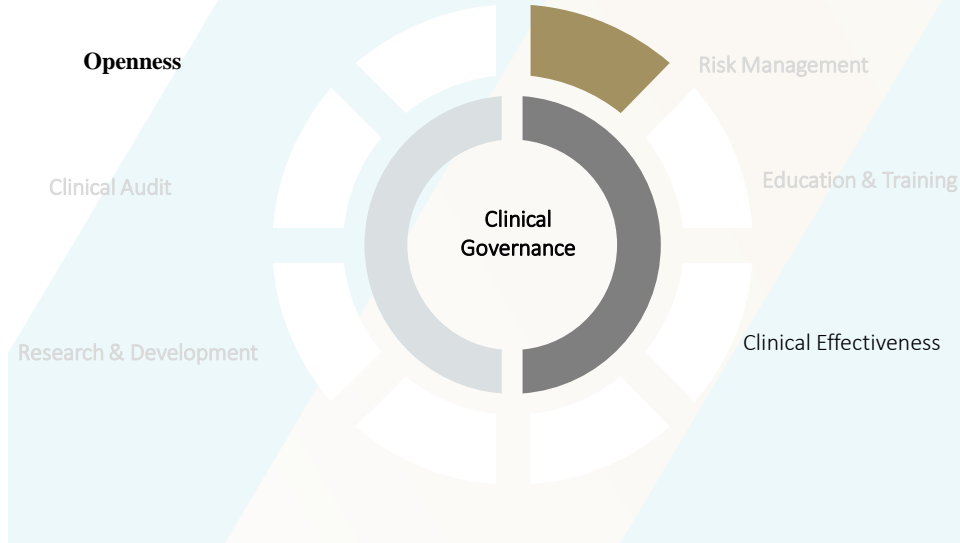
Leaders role



16



Clinical Governance-Pillars



17



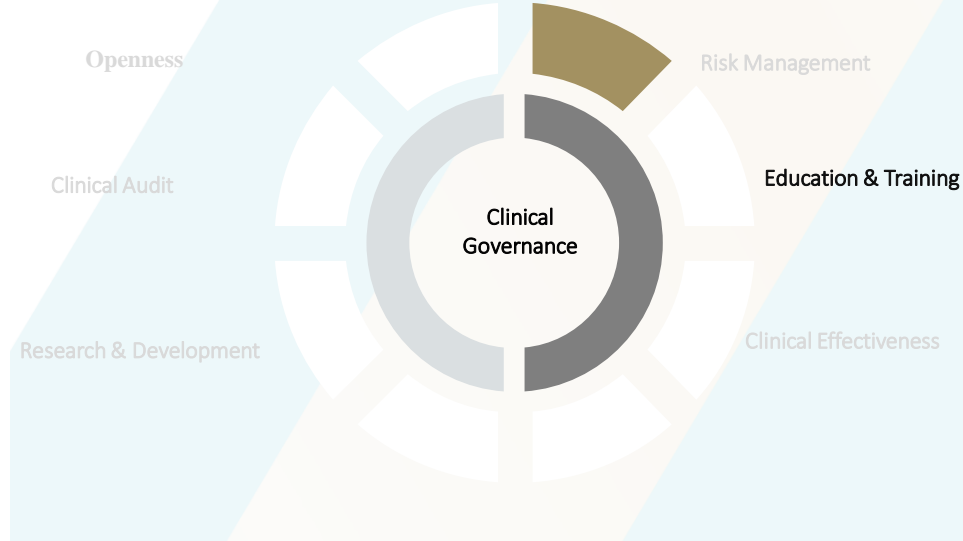
Openness

- Openness and honest when things go wrong
- Encouraging a learning culture by reporting errors

18



Clinical Governance-Pillars



19



Education and Training

- Continuous Professional Development CPD
- The Healthcare professional desire
- CME must be planned to meet the needs of healthcare professionals based on both self-assessment and peer review.

20



Education and Training

- Developing a culture that encourages lifelong learning (the learning organization)
- An integral part of the job plan. Health organization should commit, plan and act on ‘investment in people’

21



Education and Training

The role of mandatory traditional programs in maintaining competence is questionable???

22



Education and Training

Medical colleges and societies need to improve their educational competence to be able to deliver high-quality CME,

What do you think?

23



Education and Training

How to create a learning environment and culture?

24



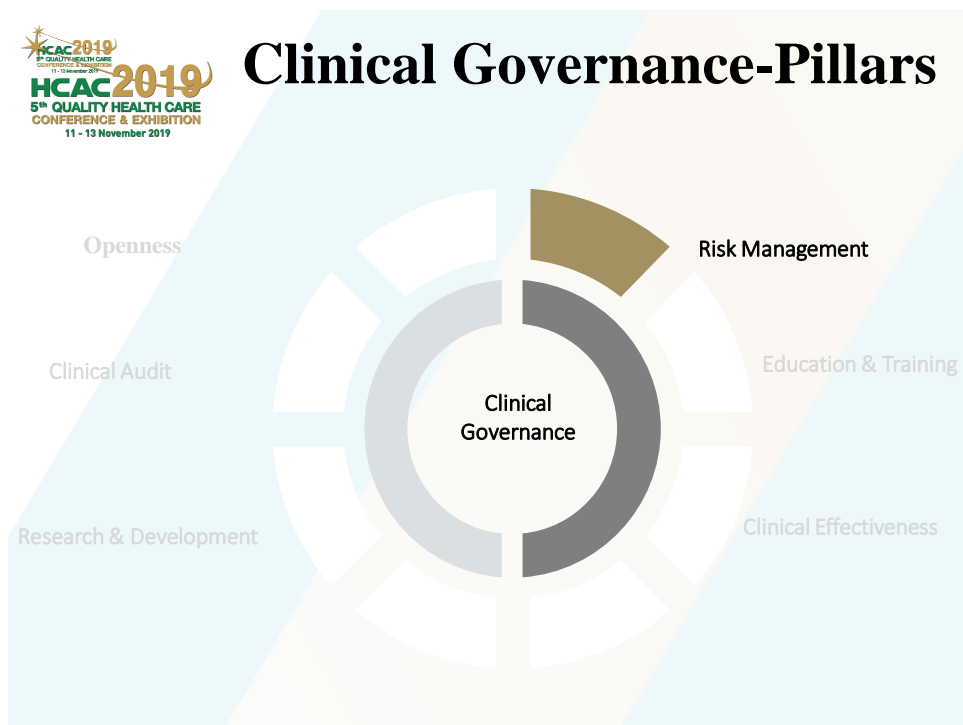
Education and Training

How to assure a high quality CPD ?

25



Clinical Governance-Pillars



26



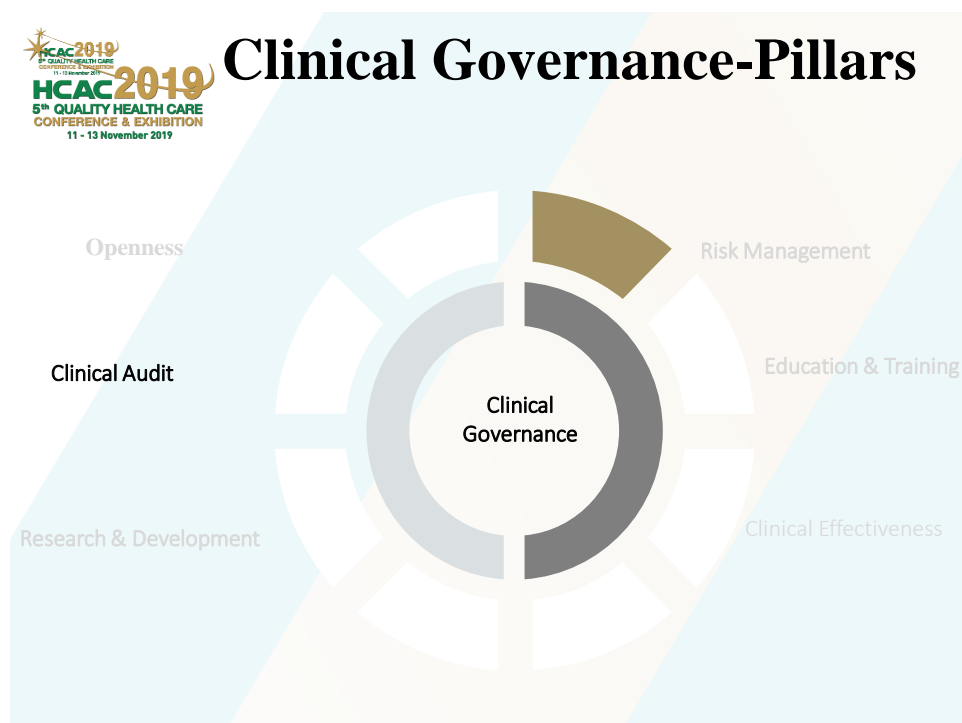
Risk Management

- Risk strategy
- Responsibilities
- Resources
- Competence/Expertise
- Operational Planning
- Participation
- Communication
- Continuous development

27



Clinical Governance-Pillars



28



Clinical audit

How to utilize audit as tool to improve quality of clinical care?

Clinical audit and openness ???

29



Applications of Clinical Audit



30



Clinical Audit

Clinical audit is a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change .

Principle of Best Practice in Clinical Audit

31



Why is clinical audit important ?

Minimizes errors or harm to patients

Opportunities for Training and Education

Ensure better use of resources

Reduce incident and complaints

Improve communication .

Development of local guidelines and protocol

32



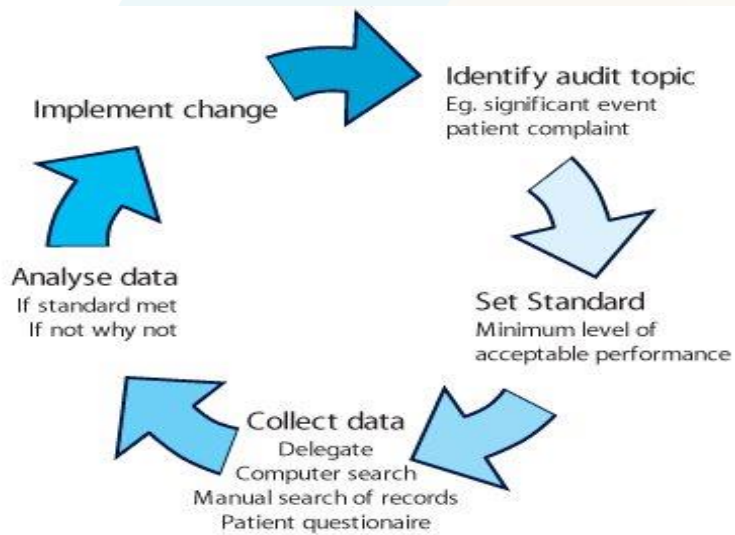
Types of Clinical Audit

- Standards based audit.
- Adverse occurrence screening and critical incident monitoring
- Peer Review
- Patient and service user survey

33



Clinical Audit Cycle



34



Who should be involved in the clinical audit project

- Clinical and non-clinical staff providing the service.
- Service users and those whose support changes in practice.

35



Service Evaluation vs. Clinical Audit?

36



Service evaluation

- Set of procedures to judge a service's effectiveness or efficiency by providing a systematic assessment of its aims ,objectives, activities, outputs, outcomes and costs.
- Addresses specific questions about the service concerned and results are specific and are local to a particular team or service
- May lead to service redesign .
- Many approaches used.

37



Research vs. Clinical Audit?

38



Similarities Between Research & Clinical Audit

Clinical audits and Research?

There are many similarities

- Aim to provide knowledge to improve patient care
- Use principles of disciplined and systematic enquiry
- Require a clear problem, question
- Require consistent methods of data collection, measurement, analysis, interpretation

39



Differences Between Research & Clinical Audit

Research

- Research is concerned with discovering the right thing to do; audit with ensuring that is done right.
- Research addresses clearly defined questions and hypotheses.
- Research may involve a completely new treatment or practice, the use of control groups or placebo treatment for purposes of comparison, or allocating service users randomly to different treatment groups.
- Patients should be involved in the design, implementation and analysis of the work.

Clinical audit

- Clinical audit aims to improve the quality of care and clinical outcomes through the peer-led review of practice against evidence-based standards, implementing change where necessary.
- It asks the questions "are we following best practice?" and "what is happening to patients as a result?"
- Clinical audit is initiated by national bodies, commissioners or service providers including local healthcare staff and managers.

40

Differences Between Research & Clinical Audit

Research

- Patients should be involved in the design, implementation and analysis of the work.
- Research must comply with Research Governance and be registered with the Research and Development Committee and has also to be submitted to the Research Ethics Committee for approval.

Clinical audit

- The methodology is designed to address clearly defined audit questions that establish whether a specific clinical standard is being met. Results are specific and local to a particular team or service although the audit tool may be used by more than one team or service.
- A clinical audit project will never involve new treatment or practice.

41



- Success
- Support
- Time
- Realistic standards for audit.

42



Snap Shots for Clinical audit

- Clinical audit is a quality improvement process that measures current practice against agreed standards of best practice
- Clinical audit aims to evaluate how close practice is to best practice
- Clinical audit identifies ways of improving the quality of health care provided
- Clinical audit aims to improve services
- Clinical audit usually led by service providers
- Clinical audit is an ongoing process

43



Gaps Between Policy and Practice for Each Pillar of Clinical Governance

POLICY	PRACTICE
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.
9.	9.

44



Action Plan to Bridging the Gaps



45



1.
2.
3.
4.
5.
6.

Recommendations



46



Thank You!

