



# Update No.2: Half-way point reached for implementing Recommendations of the Review of Safety and Quality in the WA health system.

## Background information

The safety and quality of health services is a system-wide priority. The WA health system has a sound record of providing safe, high-quality care; however, we need to be vigilant and proactive to ensure these high standards are maintained. We need to promote a culture that is committed to continuous improvement.

The implementation of the *Health Services Act 2016* resulted in a devolved governance structure, establishing the Director General, as System Manager (responsible for the overall management, strategic direction and oversight of the public health system) and Health Service Providers as separate statutory authorities. The Director General commissioned a review of safety and quality for the WA health system to assure the public that the system continues to provide safe, high-quality care and has a commitment to continuous improvement. Professor Hugo Mascie-Taylor, who was engaged to conduct this review, released his report titled “Review of Safety and Quality in the WA health system: A strategy for continuous improvement” in July 2017 (HMT Review).

The 28 recommendations contained in this report are the focus of implementation to ensure the ongoing improvement of safety and quality systems and processes in the WA health system. The responsibility for the implementation of these recommendations is shared by the Department of Health, North Metropolitan Health Service, South Metropolitan Health Service, East Metropolitan Health Service, WA Country Health Service & Child and Adolescent Health Service.

## Progress to Date (August 2018)

- The Safety and Quality Reform Senior Leadership Group (the group) has met eight times since its establishment.
- To date, of the 28 HMT Review recommendations, 17 are considered met or have established processes and oversight mechanisms for ongoing development and implementation (Recommendations 1, 2, 3, 4, 5, 7, 8, 10, 11, 12, 14, 22, 23, 24 and 26)
- A schedule of completion for the remaining recommendations is in place and it is expected that most of these will be completed by March 2019.
- The group has reviewed the safety and quality content of the Health Service Provider Board induction materials and agreed that this content is adequate. Health Service Provider Boards are required to provide an annual attestation to the Minister for Health, including a description of the control systems in place to ensure effective clinical governance. An external governance review of Boards will take place in 2018-19, including an assessment of safety and quality items and the training undertaken by non-clinical members in safety and quality matters. With this assurance, recommendation 7 of the HMT Review is considered closed.
- Assurance has been sought that policy development processes for strategic policy by the Department of Health are in place and that Health Service Providers are working collaboratively to develop, where relevant, consistent state-wide policies relating to safety and quality matters. The Department of Health has structured governance and processes that support the initiation, development, review and approval of system-wide policy documents, described in the [WA Health System Governance Policy](#) and the [Policy Governance Procedure – Health Services and System-wide](#). Health Service Providers have established and agreed a process for collaboration on state-wide policies that would sit within the Clinical Governance, Safety and Quality Policy Framework. With this assurance, recommendation 10 of the HMT Review is considered closed.
- Assurance has been sought that Health Service Providers will work collaboratively to support high quality and equitable service delivery across Western Australia. The WA Country Health Service has responded to recommendation 22 with a paper describing the barriers, impacts and issues regarding equity of access to quality services, as well as the opportunities for addressing the issues. The group supported the formation of a working group, co-led by the Department of Health and WA Country Health Service, to progress priority recommendations described in the paper. With assurance that the Department of Health and Health Service Providers will work in partnership to address the issues affecting equitable access to services, recommendation 22 of the HMT Review will be met.

## Further Updates

- Staff and the public will continue to be informed of progress made with the implementation of recommendations through future Communiques.