

CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT

Live Online Training Course: Learn how to meet 2021's expectation of practice, patient safety and quality management



LIVE ONLINE TRAINING

March 2021	Part 1: 18 th March	Part 2: 19 th March	July 2021	Part 1: 22 nd July	Part 2: 23 rd July
March 2021	Part 1: 25 th March	Part 2: 26 th March	July 2021	Part 1: 29 ^h July	Part 2: 30 th July

For course timings, please refer to the last page of brochure.



Our Expert Course Instructor



Michele Moreau

Michele has over 20 years' experience working in health and aged care. Michele works as a clinical governance advisor for PHI and specialises in assisting organisations involved in coronial, incident and complaint investigations.

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 expectation
- ▶ Learn about the strategies used by high performing organisations

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2 Part Series

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.

This course will look at 2021's expectation of how an organisation achieves safe high quality care in an environment of rising expectation 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 expectation.

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

EXPERT COURSE INSTRUCTOR



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.

WHO SHOULD ATTEND

This course will benefit leaders in health and aged care services, clinical governance 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.

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Course Outline

1. 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

2. Consumer Participation

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

3. Information systems, policy, procedure and clinical guidelines

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

4. Staff

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

5. 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

7. Quality, Accreditation and Outcomes

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

8. Governance committees

- Performance expectation
- Clarify of purpose
- Optimising effectiveness
- Answering the question 'where does responsibility sit'

WHAT OUR CLIENTS SAY

"Very interesting and engaging day. Great sharing of knowledge and the flexibility on the content."

Clinical Analyst, **Healthdirect Australia**

"Great examples of how the different aspects work within the real life. Great stories and personable."

Doctor, **Queensland Health**

"In depth knowledge of the subject from various angles of roles, organisations and context. Very practical approach to the subject and easy to grasp the way of presenting."

Quality Development Clinical Lead, **Intersystems**

"Very knowledgeable, excellent facilitator, stayed on track, open to share experience and examples."

Clinical Resources, **Sir Moses Montefiore Home**

Would You Like To Run This Course On-Site?

Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Anton Long** or **Holly Baldwin** on **+61 (02) 9080 4455** to discuss your customised learning solution, or email training@informa.com.au

CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT

LIVE ONLINE TRAINING

2 Part Series	March 2021	Part 1: 18 th March	Part 2: 19 th March	Course Parts will commence at 09:30 and end at 12:30 (AEDT). There will be short breaks during each course Part.
	March 2021	Part 1: 25 th March	Part 2: 26 th March	Course Parts will commence at 10:00 and end at 14:00 (Perth Time). There will be short breaks during each course Part.
	July 2021	Part 1: 22 nd July	Part 2: 23 rd July	Course Parts will commence at 09:30 and end at 12:30 (AEST). There will be short breaks during each course Part.
	July 2021	Part 1: 29 th July	Part 2: 30 th July	Course Parts will commence at 10:00 and end at 14:00 (Perth Time). There will be short breaks during each course Part.

Easy Ways to Register

1 Web
www.informa.com.au/clinicalgovernance

2 Telephone
+61 (02) 9080 4395

3 Email
training@informa.com.au

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Clinical Governance and Practice Improvement

Course Code	Location	Course Parts	Month	Standard Price	4+ Dels Discount
P21GL20SYV	Live Online Training	All 2 Parts	March 21	\$1,495 + 149.50 GST	\$1644.50
P21GL20PEV	Live Online Training	All 2 Parts	March 21	\$1,495 + 149.50 GST	\$1644.50
P21GL20SYV02	Live Online Training	All 2 Parts	July 21	\$1,495 + 149.50 GST	\$1644.50
P21GL20PEV02	Live Online Training	All 2 Parts	July 21	\$1,495 + 149.50 GST	\$1644.50

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Informa Corporate Learning – On-site & Customised Training

Informa Corporate Learning 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 Corporate Learning?

- 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.

Our Long Standing Clients Include:

ActewAGL, Ajilon, Ambulance Victoria,, ANU, Arrow Energy, Australian Super, Barrick, BHP, Chevron Australia, Coffey International, ConocoPhillips, CSIRO, Dalrymple Bay Coal Terminal, Department of Education, Department of Planning, Electricity Generating Authority of Thailand (EGAT), ENI Australia, EY, Fortescue Metals Group, Health Purchasing Victoria, IBM, IP Australia, Jemena, Litmus Group, Metro Trains, Office of the National Rail Safety Regulator, Origin Energy, Pacific National, PT Freeport, Public Transport Authority – WA, QGC – BG Group, Queensland Rail, Rio Tinto, Romgaz, SA, South Australia Health, Telstra, Transport & Infrastructure, UBS, Woodside and more...

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