



# ENHANCING PATIENT CARE

*A practical guide to improving quality and safety in hospitals*

This commonsense guide to quality improvement and risk management is written by two clinicians who have created a quality and safety program “from the ground up”. Their experience at a regional hospital in Victoria has led to a pragmatic framework that guides other health services through the relevant evidence and theory, down to the finest details.

*Enhancing Patient Care* will be of use to anyone who wants to set up or improve a quality improvement and risk management program, regardless of size and budget.

**Contents include:** • An overview of clinical governance • Quality improvement — measuring clinical performance and closing gaps in clinical care • Risk management

- why do adverse events happen to patients? • Detecting adverse events and risk
- Analysing adverse events and prioritising action • Taking action to close gaps in care and prevent adverse events recurring — evidence and theory • A practical framework to close gaps in patient care and reduce risks to patients • Reporting the activities and results of the clinical governance program • A quality improvement and patient safety culture • Eighteen practical steps to implementing a clinical risk management program in a health service • Implementing a clinical risk management program in a small hospital
- Important messages

### About the authors

**Alan Wolff** is the Director of Medical Services at Wimmera Base Hospital. He has 27 years’ experience in medical administration, and has a research interest in quality improvement and risk management methods and their use in hospitals. He was involved in the development of Wimmera Base Hospital’s adverse event screening program, which began in June 1989 and was one of the first commenced in an Australian hospital.

**Sally Taylor** has worked in clinical risk management for 10 years and is currently the Clinical Risk Manager of the Wimmera Health Care Group. She has experience with quality and risk programs in both regional and small rural hospitals. She has a clinical background and qualifications in midwifery and intensive care nursing.

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