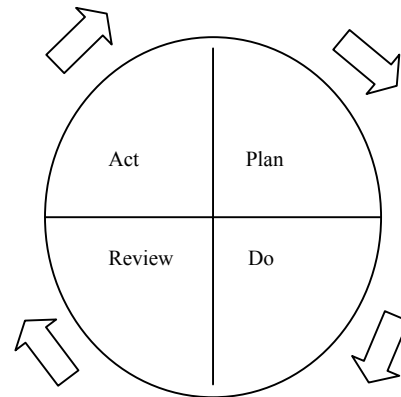




Continuous quality improvement is based on a cycle of service review and evaluation, with the purpose of constantly improving the quality of care to our clients..

The improvement cycle involves four distinct phases

- Planning
- Doing
- Reviewing
- Acting



WCDHB Mental Health Services are committed to quality improvement and ensures that this happens through a planned approach to QI activities, which allow service issues to be addressed, as they are identified through the following reportable events;

- regular audits and evaluations
- reviews of incidents, restraints, seclusion etc
- complaints
- client satisfaction surveys
- staff feedback and suggestions

The Clinical Governance Group leads and oversees the continuous quality improvement cycle by:

- receiving regular reports from the **Quality Privacy & Risk Manager** on the number of events and emerging trends,
- receiving regular summaries of recommendations from the **Reportable Events Review group**
- ratifying recommendations from these sources and passing on Quality Improvement projects & Service Development projects to the **Quality Committee** for implementation
- receiving reports from the **Quality Committee**, of these completed projects and the follow up audits which ensure the improvements have been embedded and are having the desired outcome for consumers of the service.

This section of the SPF is for staff to record improvements or changes which need to be made to the manual and which have been identified during use of these processes.

The manuals will be regularly reviewed by the Quality Committee and corrective actions undertaken as needed.