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Foundations of Quality in a Regulatory Framework

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Clinical Decisions Ethical Challenges

Ethics: a system of moral principles by which human actions and proposals may be judged good or bad or right or wrong.
(Macquarie Dictionary)

Clinical decisions: the best outcome for the patient.

Implications for the HQCC



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The Governance of Health Safety and Quality – A Discussion Paper

A paper prepared by

Professor John Braithwaite

Dr Judith Healy

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Funded by Australian Council for Safety and Quality in Health
Care. Commonwealth of Australia 2005.

The following material is drawn from this paper.



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Regulatory Strategies Policy Instruments

- **Command and control**
- **Meta-regulation**
- **Economic instruments**
- **Self regulation**
- **Voluntarism**



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Command and control

- Criminal or civil penalty
- Licence revocation, suspension
- Enforced appointments/dismissal



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Meta-regulation

- Enforced self-regulation
- Mandated continuous improvement
- External clinical audit
- Mandated incident reporting systems
- Root cause analysis
- Consumer complaints ombudsman



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Self-regulation

- Clinical governance
- Hospital accreditation
- Performance indicators/targets
- Benchmarking
- Peer review
- Restorative justice
- Open disclosure
- Clinical protocols



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Market mechanisms

- Pay for performance
- Purchaser/ provider separations
- Published league tables



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New approaches to regulation

- Meta –regulation: external evaluation of an organisation's self evaluation of it's safety and quality systems.
- Restorative justice: if injustice hurts, justice heals
- Responsive regulation: regulators respond to those they seek to regulate when deciding soft or hard approaches.



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Current approaches

- “Soft” - voluntary compliance with self-regulation.
 - Accreditation
 - Incident reporting
 - Internal systems- risk, audit
 - CPD/CME requirements
- “Hard”- Licensing of health professionals and private facilities.
 - reporting to funders, insurers



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Issues the the present

- Defining acceptable performance.
- Credible processes to assess performance.
- Availability of timely, relevant information.
- Value adding not adding more.
- What is the status of the quality of health services?



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Issues for the future

- Defining standards.
- Assessing/ measuring performance.
- Identifying information requirements as a basis of assessment.
- Embedding quality in the service/provider.
- Error reporting – consumer complaints – their role.
- External review – accreditation, league tables.
- \$\$\$\$\$\$\$\$\$\$\$\$\$ - evidence, reasonable practice, regulation



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Health Quality and Complaints Commission Act 2006

An Act to establish the Health Quality and Complaints Commission, to improve the quality of health services and to provide for the **monitoring** of the quality of health services and the management of health complaints, and for other purposes.



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Health Quality and Complaints Commission

- Established July 2006
- Commission of 7 part-time members
- Office of the Commission headed by CEO
- Clinical and Consumer Advisory Committees



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HQCC

- Health Service- services provided to an individual for the benefit of human health.
- Provider- a person who provides a service.
- Section 20- Provider has a duty to improve the quality of health services including processes to monitor quality and protect users.
- HQCC may ask for information, make standards, investigate, inquire.



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Improving Quality-HQCC Standards

- Review of deaths in hospitals.
- Credentialing of Medical Practitioners
- Surgical safety- site, infection, DVT
- Hand hygiene
- Complaints management
- Management of a myocardial infarct post discharge
- Providers duty to improve the quality of health services- interpretation of S20.



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Monitoring of Quality by HQCC

- Over sighting not doing
- Collaborating to ensure no replication.
- Self assessment tool via web

Standards indicators – process

- outcome

- improvement

Accreditation outcomes

Data linkage

Passive surveillance

- Inspection



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Implications for the HQCC

- \$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$ v;s re-engineering.
- Sticks and carrots
- Integrity of outcomes of Commission's activities
- Health service provider engagement
- Embedding quality into processes
- Ensuring consumer confidence.



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Thank you for your time.