

PURPOSE of ROLE:

To provide consumer input and perspective into the Quality Management System and activities of Western Private Hospital (WPH)

PERFORMANCE IMPROVEMENT COMMITTEE:

The WPH Performance Improvement (PI) committee meets on a 6 weekly basis to discuss the quality activities and performance of the WPH processes. The meetings are held on a rotational basis on a Tuesday or Wednesday at 2pm. Meeting dates are set in advance. Meetings are held in the Board room at WPH administration building. The committee consists of a representative group of staff from all areas of the facility. Standing Agenda items include

- Accreditation
- Anti-Microbial Stewardship Reports (AMS)
- Audits
- Blood Champion Reports
- Clinical Indicators
- Document Review and Approvals
- Education updates
- Infection Prevention and Control Reports (IC)
- Information Technology (IT)
- OH&S
- Patient Feedback/Complaints
- Pharmacy Reports
- Riskman – Incident reports
- National Safety and Quality in Health Services National Standards (NSQHS)

MEMBERSHIP:

A Consumer member will sit on the PI committee from January 2014. Applications will be sought from interested Consumers (see below for definitions of consumers). Membership is voluntary and is for a term of 12 months. Applicants will be considered based on the key selection criteria outlined below. Consumer members will be required to sign a WPH confidentiality agreement and will be expected to respect and follow the WPH Privacy and Confidentiality Policy in relation to

- Patient information
- Intellectual property
- Business processes
- Sensitive information

The consumer member shall receive orientation to WPH and be given an opportunity to attend relevant consumer based training.

CONSUMER DEFINITION:

The Australian Commission on Safety and Quality in Health Care 2012 define a consumer as

- Members of the public who use, or are potential users of healthcare service.
- Consumers can be people who currently use your health services or people who have used your health services

- Consumers involved in the governance of your organization can be individuals representing themselves or their family, members of community groups or representatives of disease based advocacy groups

SELECTION CRITERIA:

The following criteria is essential for the Performance Improvement Committee Consumer Member

- Fits the 'consumer definition'
 - Has been a patient, or is a family member of a current or past patient, or
 - Is a member of a community group, or
 - Is a member of a disease based advocacy group,
- has an understanding of and/or experience in continuous improvement
- is committed to quality health care
- is committed to attending a minimum of 6 PI meetings each year
- understands the services provided by WPH
- understands the requirement of confidentiality and is prepared to sign a WPH confidentiality agreement
- is able to offer consumer perspective on data presented at meetings
- is able to question activities and provide suggestions for improvement
- be committed to the WPH vision, mission and values statements

APPLICATIONS:

Interested consumers may apply in writing addressing the selections criteria. Applicants shall be considered and appointed following the January 2014 Performance Improvement Meeting.

Applications should be addressed to

Quality Manager
Western Private Hospital
PO Box 4258
West Footscray 3012

OR

Email to mclarke@westernprivate.com.au

OR

Fax to (03) 9318 3590

By 31st Dec 2013

REFERENCES/RELATED DOCUMENTS

ACSQHC Standards 2 Frequently Asked Questions Sheet Dec 2012
ACSQHC- National Standards 2012
Performance Improvement Committee Terms of Reference Q8P
WPH Mission, Vision and Values Statement C74P
Privacy and Confidentiality Policy C44P

Approved at Performance Improvement Committee Meeting 30th Oct 2013