

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

### SERVICE EXAMPLE:

## DEVELOPMENT OF CLINICAL GOVERNANCE CAPABILITY

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**Client** Nepean Blue Mountains PHN

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**Services** Facilitation, clinical governance, business planning, training

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**Context** As commissioning organisations, Primary Health Networks (PHNs) need to have clinical governance arrangements in place which provide mechanisms for risk management and quality improvement while also remaining practical and avoiding encumbering service providers with increased administrative burden.

AHHA has undertaken extensive work to develop tools and resources to support PHNs to undertake effective clinical governance in this challenging, arms-length context. This has included developing a customisable clinical governance framework and undertaking research which was reported in the Deeble Institute Issues Brief 22: Clinical governance for Primary Health Networks is available at: <https://ahha.asn.au/publication/health-policy-issue-briefs/deeble-issues-brief-no-22-clinical-governance-primary-health>

Nepean Blue Mountains PHN (NBMPHN) commissioned JustHealth Consultants to provide a number of services to build their clinical governance capability and review the PHN's clinical governance systems.

**Approach** AHHA used an interactive workshop approach to develop a customised Clinical Governance Framework and toolkit. The workshop involved gauging the baseline experience and understanding of clinical governance of the NPMPHN Board and executive leadership and building knowledge, before facilitating agreement on shared principles to define the scope, roles and responsibilities of NBMPHN staff including its Board, clinical council, executive leadership and commissioning team.

The outcomes of the workshop were summarised into a report which identified emerging themes, provided a prioritised list of actions and 6 key recommendations on how clinical governance should be supported in the commissioning and contracting work undertaken by NBMPHM.

Building on this work, AHHA then undertook a review of clinical governance systems that were already in place for selected program areas. This involved both a desktop audit of electronic documents and supplemental telephone interviews with NBMPHN staff members. Recommendations included enhanced governance structures, proposed amendments to commissioning models,

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revision of some contractual arrangements and professional development for staff.

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**Result**

As a result of these activities, NBMPHN has enhanced clinical governance capability, including greater awareness and understanding of the issues by both the staff and board, agreement on shared principles around the PHN's approach to clinical governance and a roadmap to improve and support clinical governance at the PHN in both the short and long term.

NBMPHN's Clinical Governance Framework is available [online here](#).

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**Date completed** March 2018

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