

# Clinical Safety and Quality



Hospitality  
Healing  
Stewardship  
Respect

## Policy Statement

Calvary is committed to delivering excellence in quality care and providing the highest possible levels of patient, resident and client clinical safety. We understand that working in partnership with our patients, residents and clients will ensure a positive experience for all people in our care. We also understand the need to ensure that our care is culturally and spiritually safe and that we act ethically in all that we do. Our commitment to clinical safety and quality is based on a robust foundation of systems and process that:

- Ensure that open and transparent processes are in place to support the identification and reporting of clinical safety risks and opportunities for improvement
- Foster an organisational culture that seeks to learn from error and continuously improve the quality and safety of our care
- Support our staff to consistently deliver high quality reliable care
- Incorporate processes for working in partnership with our clinicians, consumers and the wider communities we serve.

The Clinical Governance Framework sets out the key policies, systems and process that enables organisational wide accountability for the delivery of quality care. All Calvary services are externally audited by appropriate agencies and are fully accredited. The Calvary Clinical Governance Framework is made up of the following elements:

- Robust local and national processes that manage clinical risk, safety and quality
- Systems that support the identification, notification and investigation of all clinical incidents, risks and near misses

- Policies and procedures that support a culture of open disclosure
- Continuous improvement committees and forums to drive quality improvement and improve clinical effectiveness
- Workforce capability building strategies that support quality care, including competency based education and training for all staff
- Credentialing processes that incorporate registration checks and scope of practice review
- Routine measurement and review of clinical safety and quality indicators and transparency of information for consumers
- Consumer complaints and feedback management that ensures transparency and respect.

Calvary has built a culture of clinical safety and quality that is based on an open and transparent partnership with consumers and the community. It is through these partnerships, supported by strong leadership, clinical engagement and appropriate use of technology that Calvary will continue to deliver highly reliable quality care and clinical safety.

As a provider of hospital, residential and aged care services, Calvary is in a unique position to develop and demonstrate the benefits of connected, coordinated and ultimately integrated high quality care, ensuring the person is at the centre of all that we do.

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Calvary is committed to its mission of “being for others”.

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**Mark Doran**  
National Chief Executive Officer

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