

# CLINICAL GOVERNANCE AND PRACTICE IMPROVEMENT

**Live Online Training Course: Learn how to meet 2021's expectation of practice, patient safety and quality management**

**March 2021** Course Parts will commence at **09:30** and end at **12:30 (SGT)**. There will be short breaks during each course Part.

Part 1: **25<sup>th</sup> March**

Part 2: **26<sup>th</sup> March**

**July 2021** Course Parts will commence at **09:30** and end at **12:30 (SGT)**. There will be short breaks during each course Part.

Part 1: **29<sup>th</sup> July**

Part 2: **30<sup>th</sup> July**

**2 Part Series**



**Our Expert Course Instructor**



**Michele Moreau**

Michele has over 20 years' experience working in health and aged care. Michele works as a clinical governance advisor for PHI and specialises in assisting organisations involved in coronial, incident and complaint investigations.

## Key Learning Objectives

- ▶ Understand clinical governance and how it improves efficiency and practice, prevents incidents, manages risk, enables accreditation and shares accountability for good practice across all levels of staff
- ▶ Discover ways to achieve effective clinical governance, the systems to have in place and the optimisation opportunities
- ▶ Understand patient, community, government and regulatory expectation
- ▶ Learn about the strategies used by high performing organisations

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## ABOUT THE COURSE

Clinical Governance is the system by which the governing body, managers, clinicians and staff share responsibility and accountability for the quality of care, continuously improving, minimising risks and fostering an environment of excellence in care for consumers.

This course will look at 2021's expectation of how an organisation achieves safe high quality care in an environment of rising expectation and cost pressures. Its intention is to simplify the concept of clinical governance and provide strategies to make it easier to achieve practice improvement.

We will start by discussing the origins of clinical governance and the systemic patient safety failures which have been judged publically as a failure in clinical governance. The impact this has had on the leadership teams, the reputation of these organisations and the wider community.

Then we will systematically look at what effective clinical governance looks like in practice. Covering the key foundational patient safety initiatives used by high performing organisations to enable practice improvement.

This discussion will give you the opportunity to consider ways to improve practice, whilst improving the patient experience and meeting regulatory expectation.

We will finish by reflecting on the key indicators of clinical governance to help you prioritise where to start.

## EXPERT COURSE INSTRUCTOR



**Michele Moreau**

Michele is a registered nurse and midwife. She has specialised in the field of Clinical governance for over 10 years. Michele currently works as clinical governance advisor for PHI and assists organisations involved in coronial, serious incident and complaint investigations.

Her experience includes leading the risk management service for tertiary hospitals, the oversight of medico-legal cases, complaints systems, root cause analyses, open disclosure, credentialing processes, staff performance issues and clinical governance committees.

Michele's has authored Clinical Governance Frameworks for services covering hospital, aged, community, disability, mental health and foster care. She has practical experience in the implementation of clinical governance and the training of board members, committee members, clinical and support staff.

Michele's interest lies in improving the effectiveness of clinical governance to achieve meaningful outcomes for patients, families and staff. She has experienced first-hand the impact on staff, when they were unaware of how to manage patient risk, the consequences of this failure in duty of care on their mental health and careers. Michele has also been present to feel and witness the impact on families, when clinical governance fails and lives are lost.

Michele teaches to assist organisations to build systems which enable staff to work in the safest way possible, to learn from errors and successes.

Preventing Harm Initiative (PHI) aim is to share skills, knowledge and systems with staff to actively protect themselves and patients from error.

## WHO SHOULD ATTEND

This course will benefit leaders in health and aged care services, clinical governance committee members and staff working in patient safety, risk and quality management.

It is particularly suited to people who are new to clinical governance or people looking to increase the effectiveness of clinical governance to improve practice.

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## Course Outline

### 1. Introduction to Clinical Governance

- What is clinical governance
- Benefits to organisations, staff and patients.
- Real examples of its public failures and what we can learn from them
- The role of government, regulatory authorities, the board, management and clinicians

### 2. Consumer Participation

- Patient and community expectation
- Person centred care
- Co-design and participation opportunities

### 3. Information systems, policy, procedure and clinical guidelines

- Security and privacy
- Communicating information
- Achieving procedure informed practice

### 4. Staff

- Getting the working environment right
- Governance expectation of staff recruitment, training, credentialing and performance development
- Opportunities to make it simpler and easier

### 5. Risk Management

- Why it's the most powerful tool in patient safety
- Responsibility for risk management
- The essential skill – risk assessment

### 6. Incident and complaint management

- Human error and systems thinking
- Recommended methods for management and investigation
- Learning organisations
- Open disclosure of adverse events

### 7. Quality, Accreditation and Outcomes

- Keys to successful accreditation
- The role of performance indicators in measuring patient outcomes
- Expectation of quality improvement plans and auditing

### 8. Governance committees

- Performance expectation
- Clarify of purpose
- Optimising effectiveness
- Answering the question 'where does responsibility sit'

## WHAT OUR CLIENTS SAY

*"Very interesting and engaging day. Great sharing of knowledge and the flexibility on the content."*

Clinical Analyst, **Healthdirect Australia**

*"Great examples of how the different aspects work within the real life. Great stories and personable."*

Doctor, **Queensland Health**

*"In depth knowledge of the subject from various angles of roles, organisations and context. Very practical approach to the subject and easy to grasp the way of presenting."*

Quality Development Clinical Lead, **Intersystems**

*"Very knowledgeable, excellent facilitator, stayed on track, open to share experience and examples."*

Clinical Resources, **Sir Moses Montefiore Home**

## Would You Like To Run This Course On-Site?

### Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Anton Long** or **Holly Baldwin** on **+65 6973 3567** to discuss your customised learning solution, or email [sgtraining@informa.com](mailto:sgtraining@informa.com)

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## 4 Easy Ways to Register

- 1 Telephone**  
Customer Service Hotline +65 6973 3567
- 2 Email**  
sgtraining@informa.com
- 3 Fax**  
+65 6508 2407
- 4 Web**  
www.informaconnect.com.sg/clinicalgovernance

## Clinical Governance and Practice Improvement

Course Codes	Location	Course Dates	Standard Price	4+ Dels Discount
P21GL20SGV	Live Online Training	March 2021	SGD 1,495	<b>Great Savings:</b> When you book <b>4 or more</b> participants! <b>Call us</b> today on <b>+65 6973 3567</b> or email <b>sgtraining@informa.com</b> to take advantage of the discount offer.
P21GL20SGV02	Live Online Training	July 2021	SGD 1,495	

A 7% Goods & Services Tax (GST) is applicable to all Singapore based companies.

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- I enclose my bankers draft / cheque payable to IBC Asia (S) Pte Ltd
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- Payment by Credit Card. (AMEX, VISA or MasterCard accepted)

### CREDIT CARD PAYMENTS

The best way to pay by credit card is through our secure on-line registration process, simply log on to the website at [www.informaconnect.com.sg/clinicalgovernance](http://www.informaconnect.com.sg/clinicalgovernance) and click "Register On-line". If you would prefer to pay over the phone please complete the contact name and details and our Customer Services Team will call within 24 hours to take payment. As we treat your credit card information in the strictest confidence, please do not send payment details by email.

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### PAYMENT TERMS

Payment must be received 10 business days prior to the event. To take advantage of discounts with an expiry date, registration and payment must be received by the cut-off date.

- Payment by bankers draft or cheque in S\$ or US\$ should be made in favour of "IBC Asia (S) Pte Ltd" and mailed to:  
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### CANCELLATIONS / SUBSTITUTION

Should you be unable to attend, a substitute delegate is welcome at no extra charge. Cancellations must be received in writing at least 10 business days before the start of the event, to receive a refund less 10% processing fee per registration. The company regrets that no refund will be made available for cancellation notifications received less than 10 business days before the event.

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