

SAFETY AND QUALITY CHARTER 2024



Our commitment to enhancing the consumer experience by receiving personalised high quality and safe-care

We commit to ensuring every person who has contact with Mansfield District Hospital receives Great Care – consistently and every time.

We call this Great Care @ MDH.

GREAT CARE @ MDH IS:	WHAT DOES THIS MEAN?	THIS IS WHAT OUR CONSUMERS SAID:
Personal	The individuals' values, beliefs and uniqueness guide all aspects of planning and delivery of care	<ul style="list-style-type: none"> I am treated as an equal and have a choice in the care I receive I feel listened to, heard and understood I have my individual needs attended to (<i>showering, meal requirements, physical, cultural and personal preferences</i>) I am supported to be independant I am able to tell staff what matters to me I am invited to be meaningfully involved in all aspects of service planning, delivery and evaluation
Effective	The right care is delivered in the right way and at the right time	<ul style="list-style-type: none"> I am attended to in a timely manner I am not lonely or isolated I receive accurate, honest information that I can easily understand to make decisions about my care, and receive that care. Staff are adaptive and responsive to my needs My pain is well managed I am supported to understand my health care needs I receive food that is nutritious, fresh and well presented I feel better
Connected	Care and information are received when needed and in a coordinated way	<ul style="list-style-type: none"> My loved ones are included in decisions about my care – they receive accessible information about my progress, are involved in care planning and are notified of staff changes Planning for my continued care at home occurs in consultation with me, my loved ones, relevant practitioners and is clearly communicated I am informed of the referrals made for me and I understand how to connect with these services and health care professionals I have access to range of activities, 7 days per week, to alleviate boredom and increase personal connection
Safe	Avoidable harm is eliminated	<ul style="list-style-type: none"> I am consulted about the care being provided for me My dignity and privacy are respected I have trust and confidence in those caring for me I receive care that attends to my physical, psychological and environmental safety My medication is managed safely I am shown warmth, care and compassion by all staff

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Provision of high-quality health care is underpinned by five key domains:

DOMAIN	SIGNS OF SUCCESS
Leadership and Culture	<ul style="list-style-type: none"> • Staff report a <i>just</i> culture within the health service • There is consumer representation on committees and in forums that affect them • Leaders conduct regular walkarounds and seek information from staff • The Board and Executive lead the strategy for achieving high quality care • People Matter survey results reflect a high rate of agreement with safety culture questions
Consumer Partnerships	<ul style="list-style-type: none"> • Identifying and reporting changes made in response to complaints or feedback from people who use our services • Honest and constructive feedback from consumers • Consumers representatives on committees, forums and working groups make a useful contribution to improving care • Consumers have input into organisational strategy and decision-making
Workforce	<ul style="list-style-type: none"> • Measurement of staff satisfaction and engagement is a priority area of focus • Adequate resources are provided for training and development • Performance reviews and professional development planning is undertaken for all staff • There are sufficient resources for effective staff supervision • Are there sufficient qualified staff to meet our consumers needs.
Risk Management	<ul style="list-style-type: none"> • Quality and safety outcomes are externally benchmarked • Risks and their mitigation strategies are reported to the Board • The Board is informed of progress towards achievement of organisational safety and quality goals • Trended data is analysed and informs decisions about improvement • The organisation's safety culture is measured, monitored and used as a tool for improvement
Clinical Practice	<ul style="list-style-type: none"> • Clinical activities are audited • Trended data on clinical effectiveness is used to inform decisions • Data about clinical performance is publicly displayed in the health service • Clinicians work within their approved credentialing and scope of practice