

SAFETY AND QUALITY CHARTER 2025



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 independent • 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, my dignity, privacy and my individual beliefs 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 |
| Partnering with Consumers | <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 |