

# Patient Safety and Quality Board

## Communiqué

### April 2007

The Safety and Quality Board met on 16 April 2007. Key discussions and outcomes included:

#### **Progress towards meeting KMPG Coding Audit Recommendations**

A paper was presented to the Board, by Sandra Martyn, A/Director Data Services Unit, on the progress made by Queensland Health towards meeting the recommendations in the 2002 KPMG Audit report and issues identified through the Clinical Classification Management Project. Considerable progress has been made in meeting all recommendations.

In parallel with the introduction of the new funding model, Queensland Health will continue conducting a program of coding audits over the next 12 months.

The Board requested that Data Services Unit consider expanding the scope of coding audits by involving clinicians and analysing coding processes.

**Further information:** Sandra Martyn, A/Director Data Services Unit. 3234 0123

#### **The Consumer Complaints Management Policy, Implementation Standard and Model**

The Consumer Complaints Management Policy, Implementation Standard and Model have been revised in response to a recommendation from the Forster Inquiry.

The policy, implementation standard and model have been rolled-out in parallel with Prime – Consumer Feedback (CF), in three pilot sites through out the state, Cairns & Hinterland, Sunshine Coast & Cooloola and Central West. A phased rollout to the remaining Districts will occur during the next twelve months.

At this time Queensland Health does not have a comparative Staff Complaints Policy however this policy will be developed as a priority.

The Consumer Complaints Policy and Implementation Standard can be viewed at: <http://www.health.qld.gov.au/complaints/policy.asp>

**Further information** [QMSU@health.qld.gov.au](mailto:QMSU@health.qld.gov.au)

#### **Clinical Practice Improvement Payment**

A draft of a discussion paper *Clinical Practice Improvement Payment: a framework for implementing a Clinical Practice Improvement Payment for Queensland Health* was presented to the Board by Professor Michael Ward, Senior Director, Clinical Practice Improvement Centre (CPIC).

The *Clinical Practice Improvement Payment* is a specific payment which is related to improving clinical practice and is an additional payment made as part of the new funding model arrangements and will commence 1 January 2008. Non case mix funded hospitals are yet to be considered.

**Further information:** Michael Ward, Senior Director, CPIC 3636 9194.

#### **Queensland Health Clinical Governance Policy and Implementation Standards**

The Queensland Health Clinical Governance Policy and Implementation Standards:

- Roles and Responsibilities
- Clinical Risk Management Plan
- Patient Satisfaction Survey

are being phased in from 01 July 2007.

The policy and implementation standards can be viewed at:

<http://www.health.qld.gov.au/quality/default.asp>

Next meeting scheduled **21 May 2007**.

**For further information, please contact:**  
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