

Brisbane North Primary Health Network Clinical Governance Framework

Brisbane North PHN is committed to providing safe, effective, high-quality, person-centred care to our communities within North Brisbane, Moreton Bay, parts of the Somerset region and Norfolk Island.

The PHN Clinical Governance Framework applies to all clinical activity commissioned by the PHN, either through procurement or directly delivered by the PHN. This framework encompasses a systematic approach to monitoring and improving the quality of consumer care, managing risks and promoting consumer safety.

Clinical governance assurance is overseen by the PHN Governance Committee – a formal subcommittee of the Board of the PHN. The Governance Committee has responsibility for reviewing the organisation’s clinical governance assurance practices and for bringing clinical governance issues and recommendations to the Board.

Clinical governance aims to ensure that all staff within the PHN are accountable for their actions and decisions, and that they are continuously improving their practices to provide the best possible care to consumers. Everyone at the PHN, including clinicians, project leads, contract managers, senior leadership and the Board, is accountable for their contribution to the safety and quality of care delivered to our consumers.

In the context of commissioning, elements of clinical governance are shared across the commissioning cycle between the PHN and the organisations they commission. The role of the PHN in clinical governance is to:

- ensure that consumers are partners in their own health care
- articulate safety and quality requirements
- build capacity of providers to self-manage clinical governance
- monitor the quality of processes and outcomes.

Commissioned providers have responsibilities for:

- ensuring that they have an appropriate Clinical Governance Framework
- effective clinical governance structures and are in place
- complying with contractual requirements specified by the PHN.

These same principles apply to services directly provided by the PHN.

The Clinical Governance Framework utilises the five components of the National Model Clinical Governance Framework (2017) and aligns with the National Safety and Quality Primary and Community Health Care Standards (2021).

Governance, leadership and culture:

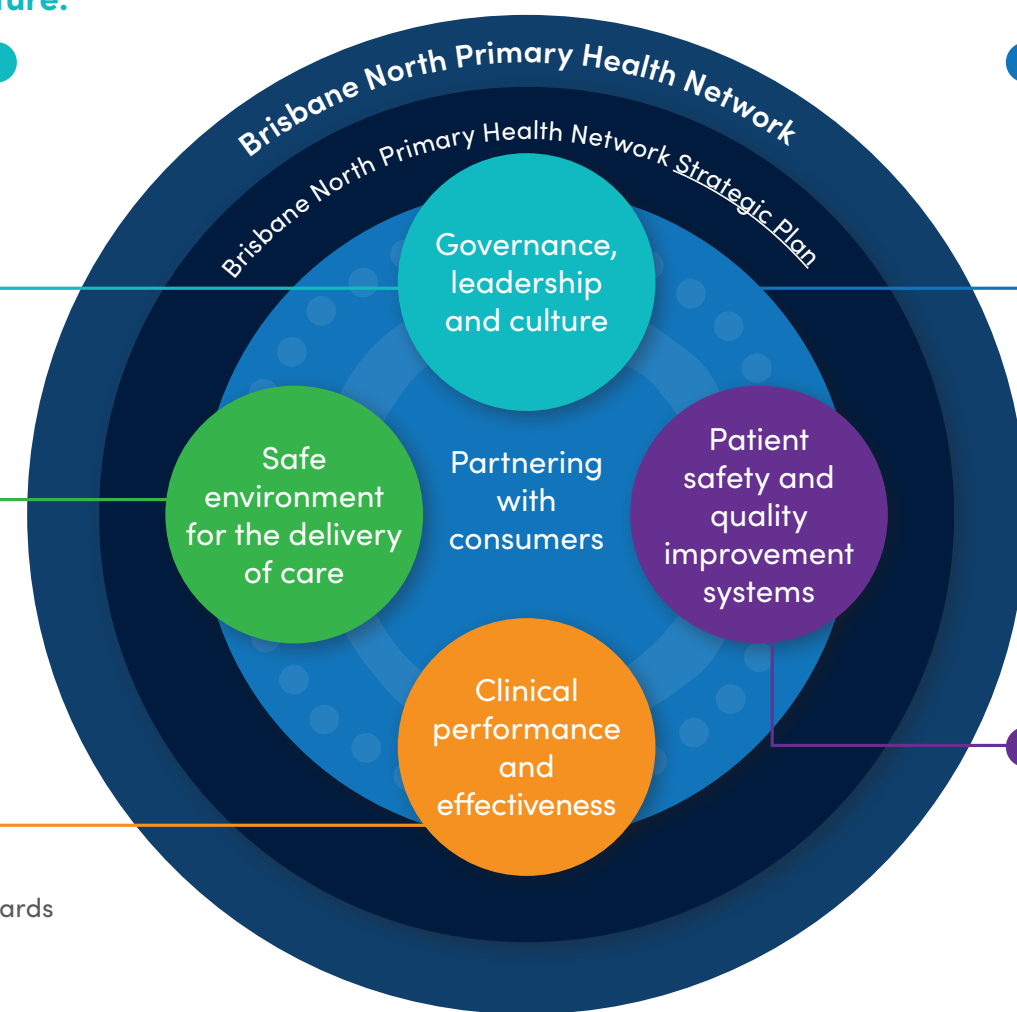
- [PHN Strategic Plan](#)
- Clinical Governance [Assurance Policy](#)
- Clinical Governance [Checklist](#)
- [Board Charter](#)
- [Training and Development Policy](#)
- Delegation of Authority Policy
- Legislative Compliance
- [Risk Management Policy](#)
- Credentialing and Defining Scope of Practice
- [Leadership Capability Framework](#)
- [National Safety & Quality Standards](#).

Safe environment for the delivery of care:

- Risk and compliance management
- Policy, procedures and protocols
- Mandatory and requisite training
- Emergency and disaster management plans.

Clinical performance and effectiveness:

- Accreditation against appropriate standards where applicable
- Clinical audits
- External benchmarking and evaluation
- Reflective practice
- Annual mandatory education
- Annual [AHPRA checks](#).



Partnering with consumers:

- Consumer leadership
- Consumer-led initiatives
- Compassionate care principles
- Virtual care
- Shared decision making
- Consumer feedback including compliments and complaints
- Open disclosure
- Engagement and Partnership [Framework](#) and [Toolkit](#)
- [Consumer and carer engagement procedure](#)
- Partnering with internal and external health providers.

Patient safety and quality improvement systems:

- Safety and quality reporting
- [Incident Management Policy](#)
- Program specific clinical governance frameworks
- [Data Governance Framework](#)
- [Data Breach Response Policy](#)
- [Data Quality Policy](#)
- [Data Sharing Policy](#)
- [Privacy Policy](#)
- [Complaints and Feedback Policy](#)
- [Incident Reporting Policy](#)
- [Quality Improvement Policy](#).



Source: National Model Clinical Governance Framework: Australian Commission on Safety and Quality in Health Care, 2017

This Clinical Governance Framework is to be used alongside the [PHN Strategic Plan](#) and the PHN Clinical Governance [Assurance Policy](#) to deliver and commission compassionate, safe, and effective person-centered care.

The PHN actively engages and collaborates with our consumers and community to design, deliver, and evaluate care. Partnering with consumers is a key and integral component of the organisations Clinical Governance Framework. The PHN is committed to equity and access and building relationships based on inclusion with priority communities across our region, including Aboriginal and Torres Strait Islander peoples and their communities. Other key priority communities also include people with lived experience, including First Nations, geography, low socioeconomic, culturally and linguistically diverse backgrounds, disability, gender, sexual orientation, age, personal and family violence, homelessness and chronic disease.

“Clinical governance ensures that the community and health service organisations can be confident that systems are in place to deliver safe and high-quality health care, and continuously improve services. Clinical governance is an integrated component of corporate governance of health service organisations.”

Australian Commission on Safety and Quality in Health (2023).