

## CRANAplus Clinical Governance Guide: the right people in the right places

**Geri Malone, Marcia Hakendorf**

CRANAplus, SA

**Introduction:** Over the past two decades clinical governance has generated copious amounts of research and literature responsible for un-packing the essential components towards quality improvement. The translating of the conceptual components of clinical governance into the practical realities of clinical practice is as difficult as navigating through a maze.

**Aim:** The demystifying and grounding of clinical governance was a key objective for CRANAplus when undertaking the Remote National Standards Project (2012-2013) supported by the Australian Government, Department of Health which resulted in the development of *A Clinical Governance Guide for remote and isolated health services in Australia* (Sept 2013).

**Discussion:** The crafting of this Guide was specifically for clinical service managers and clinicians in remote and isolated areas to provide a level of understanding of 'what it is', 'why we need it' and 'how we do', Clinical Governance in the context of remote and isolated primary health care settings.

The Project embraced an action research methodology inclusive of an extensive consultation process to acquire information from a broad range of professional expertise across Australia, whose profiles were predominately grounded in experiences in the provision of health care delivery within the remote sector. The consultation process captured, by means of a 'snap shot' survey, forums, and interviews, a number of gaps in clinical practice, limited understanding of clinical governance, roles and responsibilities, and what and how resources needed to be in-place to ensure safe, quality clinical care. This evidence formalised the design of the Guide based on the criteria and actions of National Safety and Quality Health Services (NSQHS) Standards 1 and 2.

In recognising 'we do it differently, same challenges, different care setting'—remote and isolated practices—the Guide was adapted from *NSQHS Standards Guide for Small Hospitals* (rural and remote) to be responsive and reflective of primary health care services and settings in the remote context.

**Conclusion:** An accessible, 'common sense' approach Clinical Governance Guide, grounded in the realities of remote and isolated primary health care practices, providing these clinicians with direction and guidance to ensure their health services has a robust clinical governance process.

If we have the right people with the right knowledge and capability in remote places with the right tools and the right resources to assist them, then the possibility is increased for doing the right thing and making it difficult to do the wrong thing.