

## We need a quality systems framework to:

1. Define 'great care': the level of care the organisation will provide for every consumer, every time
2. Determine the people and systems that must be in place to make this happen:  
Structure: what you need  
Process: what you do  
Outcome: what you expect
3. Ensure those people are supported and systems are implemented to achieve the desired quality of care
4. Monitor whether practice and systems are achieving the level of care we have defined
5. Improve systems and practice if the desired quality of care is not where it should be and to improve standards over time
6. Manage and respond to the risk of things going wrong

## The corresponding components of our quality system are:

1. Defined vision for great care and corresponding goals, building blocks, priorities, targets and measurable objectives across the dimensions of quality care, linked to the organisation's strategic plan
2. Governance to support quality care: leadership, accountability, legislation, standards, policy, protocols, systems, external evaluation and accreditation to support achievement of each dimension of quality care
3. Implementation of systems and governance to support quality care, including clear and supported staff roles, training, resilience, change, sustainability, and spread methods and mechanisms
4. Monitoring and evaluation: data collection, analysis and benchmarking across each dimension of quality
5. Applying continuous improvement 'science': planning; tools such as PDSA; systems; redesign; lean; bundling; learning from other organizations and industries; use of policy, protocols, guidelines, prompts and reminders; monitoring and evaluation of process and outcomes
6. Proactive and reactive risk management: risk planning and register, controls, reporting, response, and safety culture