CONSUMER SAFETY AND QUALITY SYSTEM STRATEGY MAP V1.0 – 1 March 2022



Mission Statement

Safe, compassionate and connected care delivering high quality outcomes important to the people of Queensland



Consumer Experience CE1 Care is safe and feels safe CE2

Outcomes are equitable, through how we design our healthcare

IP2

Care is

evidence

informed

CE3

Care is individualised, easy to access and navigate and experienced as seamless across episodes and settings of care

CE4

Consumers are active partners in their care and in the design of care

CE5

Queensland Health actively engages with the community to enable ownership and influence of care delivery CE6

Transparent reporting to the community creates accountability and drives improvement



Internal Processes IP1
A culture of safety
for consumers and
staff underpins

our ways of

working

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IP3

Value based models of care are fully implemented IP4

Consumer needs are what drive the adaptation of care settings IP5

Effective technology and its use enables optimal consumer care IP6

Health
professionals /
workers work to
their full scope of
practice

IP7

Health
professionals /
carers provide
interdisciplinary
care



Learning & Growth LG1

Staff and consumers are encouraged to recognise safety issues, empowered to speak up and leaders listen and respond, supported by a learning environment

LG2

Compassionate behaviour and decisionmaking underpin all we do LG3

Exchange of learning occurs between consumers and clinicians and between clinicians to improve health literacy, enhance shared decision-making and inform care

LG4

Staff are empowered to deliver their best, practicing in an environment where positive workplace cultures thrive

LG5

Innovative approaches to workforce planning, recruitment, diversity, retention and development and evaluation are implemented



Resources & Governance

RG1

Funding decisions ensure best benefit for all consumers and communities, equitably meeting needs RG2

A culture of improvement is nurtured, and innovations are shared and scaled to ensure benefits are realised across the system

RG3

Emerging risks/
issues are
identified in a
timely manner to
inform system
change to mitigate
recurrence

RG4

Safety and quality data are meaningful, timely, accurate, accessible, easy to understand, monitored, equitably inclusive and used to improve safe, high quality consumer outcomes and experiences

RG5

Information systems are linked enabling accessible, relevant information to provide safe, high quality care, also empowering consumers

RG6

System-wide and local clinical governance frameworks / models are robust and operationalised