The Deteriorating Patient

Professor Cliff Hughes AO
Clinical Excellence Commission
Australian Commission on Safety and Quality in Health Care
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Clinical Governance

Three key attributes:

1. recognizably high standards of care,
2. transparent responsibility and accountability for those standards, and
3. a constant dynamic of improvement.
Broken Windows!

1. The Bronx
   10 minutes
   24 hours

2. Palo Alto
   1 week
   no change

3. Add a sledge hammer!
   Minutes
   a few hours!
Standard Adult General Observation Chart (SAGO)

Clinical Review Required

Rapid Response Required

Keep patient ‘Between the Flags’
Fig. 1

Patient Centred Care
Patient Centred Care
Patient Based Care
Patient Based Care
Patient Based Care

PATIENTS AND CARERS

ZONE OF SUPPORT

“Listening

“serving”

COMMUNITY EXPECTATIONS
EXECUTIVE / POLITICS
MANAGEMENT / POLICY
ALLIED HEALTH
ADMIN. SERVICES
NURSE UNITS MANAGER / SENIOR MEDICAL STAFF
JUNIOR MEDICAL STAFF
NURSE
POINT OF CARE

CLINICAL EXCELLENCE COMMISSION

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE
Patient Based Care

COMMUNICATION & INVOLVEMENT

PATIENTS & CARERS

“Zone of Support”

COMMUNITY EXPECTATIONS

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE

CLINICAL EXCELLENCE COMMISSION

PATIENTS & CARERS

COMMUNICATION & INVOLVEMENT

POINT OF CARE
Broken Windows!

A Children’s Playground!

*Zimbardo cited in Wilson JQ Kelling GL
So what is the face of good clinical governance?
What is the message in the bottle?