

Clinical Compact

Shared expectations and professional standards that support quality care outcomes and patient safety.

September 2021



Background

This Clinical Compact describes the shared expectations and agreed behaviours to support our ambition to be world class through our patient safety and quality care outcomes.

It outlines the professional standards that our clinicians including allied health, nursing and medical professionals have committed to and describes the key timelines and benchmarks for the management of patients.

The timelines and quality assurance measures are based on similar standards used by health services internationally and across Australia which reflect minimum best-practice.



Committed to CALHN's values

Our organisational values and behaviours outline who we are, what our network stands for and what people can expect from us.

These values and behaviours are visible in our interactions with everyone – colleagues, clinicians and consumers. They are both important in the way they portray our ethics and professional conduct.



People first

I am there for my patients and colleagues when they need me most.

I put myself in my patient's and colleague's shoes to understand their needs.

I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.

I respect uniqueness in my colleagues, our patients and their families.



Future focussed

I embrace leading practices and use them to evolve our ways of working.

I lead and support change to improve patient and organisational outcomes.

I am continually looking out for opportunities to improve.



Ideas driven

I look and listen to ensure I fully understand the problem and find a solution.

I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.

I invest in my own learning and look for opportunities to explore and introduce new ideas.

I am interested in critical research and how it informs creative thinking.



Community minded

I put my hand up to lead work that matters.

I am accountable and focused on value.

I value and champion diversity.

I embrace collaboration and constructive partnerships.

CALHN clinician's commitment

As clinical professionals we commit to upholding the values and standards of the network.

We will share these standards with all new staff members, including agency & locum staff and embed them in orientation and credentialing.

We will do this by being:



Identifiable

I will wear my name badge and actively introduce myself and my clinical role to patients and other team members



Present

I will be available to my patients, colleagues, trainees and students



Safe

I will wash my hands, maintain my currency of practice and my physical and mental health



Accountable

I will participate in clinical governance systems, clinical audits, case reviews and my annual performance and development review



Allied health professionals

Allied health professionals working at CALHN will meet these standards

- Allied health professionals display respectful, professional behaviours within multidisciplinary teams and within their discipline
- Allied health professionals use evidence based practice in the care of patients
- Allied health professionals respond to consult orders within 24 hours of referral
- Outpatient referrals to allied health are triaged by the relevant allied health professional within 48 hours of receipt
- Allied health professionals establish and document relevant clinical criteria to support patient discharge
- Allied health is represented at all inpatient daily ward huddles and actively participates as part of the multi-disciplinary team decision making; including validation of the estimated day of discharge
- All patients requiring ongoing allied health care either leave hospital with a Multi-Disciplinary Discharge Summary or have their summary sent to their primary care provider
- Allied health professionals represent the interests of consumers in their care by: confirming consent, checking clinical risks such as allergies and involving consumers in decision making about goals of care and discharge planning
- Allied health professionals ensure that all patients are considered for discharge home first, receive their care at home where possible and are offered the opportunity to participate in evaluation of their care experience



Medical professionals

Medical professionals working at CALHN will meet these standards

Within 60mins of arrival

Emergency patients are seen by an ED clinician within 60 minutes and specialty teams within 2 hours.

Within 12 hrs of admission

Every admitted patient is seen by a senior decision* maker within 12 hours.

Within 24 hrs of admission

A comprehensive case management plan is developed and validated by a senior decision maker* and communicated to the patient or carer, so they are aware of their goals of care and clinical criteria for discharge.

All patients should have an estimated day of discharge recorded in Sunrise within 24 hours of admission.

Within 24 hrs of speciality inpatient referral

Inpatients requiring specialty consults are seen on the same day by the specialty team and within 24 hours, their case reviewed with a consultant.

Within 48 hrs prior to discharge

A case management plan, including End of Life Care Plans and 7-step pathways where appropriate, is recorded in Sunrise for every patient.

On discharge

A discharge summary is provided to patients when they leave hospital or will be sent to their primary care provider within 48 hours.

On re-presentation

Consumers and clinicians value continuity of care. Patients re-attending within seven days with a persistent clinical problem or post-operative complication following discharge are re-referred to that service.

We escalate at each point of the patient journey when there is a delay

***Senior decision makers are registrars/ advanced trainees, fellows, senior registrars and consultants**



Nursing professionals

Nurses and midwives at CALHN will lead the design and provision of quality sustainable health care services to improve the wellbeing of all South Australians



Generosity



Empathy



Integrity

- Caring communication that conveys consideration and kindness
- Compassionate care that acknowledges hardship
- Committed to our patients and each other
- Capable staff who are proud of the care they provide
- Confident professionalism that inspires to improve self and others is evident in practice.

Within 8 hours of admission

All inpatients have a comprehensive nursing admission assessment completed and documented.

On arrival to the ward

A complete set of vital signs are performed and documented for each patient on admission.

Within 8 hours of arrival to the ward

All patients at risk of malnutrition/delirium/falls/pressure sores have appropriate screening and assessments completed.

By time of discharge

Every patient will have a case management plan including End of Life Care plans and 7 step pathways where appropriate.

Yearly

High quality, safe patient care is supported by mandatory training with all nurses committed to meeting requirements to be undertaken yearly.

Shaping the future of health with
world-class care and world-class research