

# FOCIS-SED

## Your Role in Action

Below are some examples to show how you can provide exceptional care that contributes to a great place to work for all.



### Partnering with Consumers

To involve patients and carers in their care and care planning....

It is important that:

- I work collaboratively with my peers, managers, consumers and carers to ensure a high-quality consumer experience
- I ensure consumers and carers receive high quality information and engage with them to make sure they understand their health and health care
- I ensure consumers know what their health care rights are and that these rights are respected.

### Risk

To provide safe quality care....

It is important that:

- I complete training to develop skills in risk management
- I know how to identify risks and what the risks are in my work area
- I know what I need to do to manage the risks in my area, including where, when, to escalate, how and who to report them to.

### Exceptional Care

To provide exceptional care....

It is important that:

- I model exceptional care behaviour and set expectations that others will do so
- I communicate with consumers, their carers and families in a way that is sensitive to their needs and preferences
- I communicate with other members of the treating team, including GPs, specialists and others identified by the consumer
- I am an active team player and look for ways to do things better.
- I identify change in my patients and know how, who and when to escalate my concerns.

### Clinical Governance

To provide safe quality care....

It is important that:

- I am competent in what I do and continue to learn and develop my skills
- I am credentialled and work within my scope of clinical practice
- I understand my role, my responsibilities and what I am accountable for delivering
- I actively identify and participate in opportunities to improve care for every consumer
- I know the systems and processes I must follow to provide safe care
- I work to provide a safe environment and keep myself and others from harm.



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## Your Role in Action

Below are some examples to show how you can support exceptional care and contribute to a great place to work for all.



### Partnering with Consumers

To support partnering with consumers and carers...

It is important that:

- I work with my peers, managers, consumers and carers to ensure a high-quality consumer experience
- I ensure feedback on individual experiences of the health services are sought, shared, actions are taken to address the feedback and the information is used to inform improvements
- I work with consumers and carers to ensure that systems of care are designed to encourage consumer participation in decision-making.

### Risk

It is important that:

- I complete training to develop skills in risk management
- I know how to spot risks and what the risks are in my work area
- I know what I need to do to manage the risks in my area including where, how and who to report them to.

### Exceptional Care

To support exceptional care....

It is important that:

- I model exceptional care behaviour and set expectations that others will do so
- I am active in providing support to team members interacting with consumers every day
- I am an active team player and look for ways to do things better
- I am competent in what I do and motivated to support the delivery of the best care and services possible.

### Clinical Governance

To support safe quality care....

It is important that:

- I am active in providing support to team members interacting with consumers everyday
- I am competent in what I do and motivated to support the delivery of the best care and services possible
- I work to provide a safe environment and keep myself and others from harm.
- I will continue to prioritise my own development through education and training for my role.



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## Your Role in Action

Below are some examples to show how to lead your team to support or provide exceptional care that contributes to a great place to work.



**MANAGERS AND  
SENIOR CLINICIANS**

### Partnering with Consumers

To lead and govern partnering with consumers and carers...

It is important that:

- I ensure I know what the consumer and carer experience is like in my area
- I ensure my staff know how to partner with patients and consumers
- I collect and review patient experience information as part of quality improvement processes
- I provide enough information to ensure consumer and carer representatives can participate in informed decision making
- I hold the consumer and carer and their views and needs at the centre of all decision making at an individual and system level
- I ensure consumer and carer involvement in relevant operational committees.

### Exceptional Care

To lead exceptional care....

It is important that:

- I model exceptional care behaviour and set expectations that others will do so
- I guide, engage and support team members to provide best clinical care
- I promote and model a culture of safety, support and learning
- I set clear expectations for team members, support them to achieve exceptional care and hold them to account for their role.

### Risk

To lead safe quality care....

It is important that:

- I lead and promote a culture of risk awareness and risk management
- I encourage staff to develop risk management skills
- I make sure my team know where, how and who to report risks to
- I ensure I follow up, close the loop and provide staff with feedback on risks.

### Clinical Governance

To lead safe quality care....

It is important that:

- I guide, engage and support team members to provide or support best clinical care
- I ensure team members are appropriately trained, credentialled and are working within their scope of clinical practice
- I perform a leadership role in the implementation of all quality and safety systems and processes, ensuring reporting, monitoring and action of data
- I ensure quality and safety governance is in place and effective in my area
- I set clear expectations for team members, support them and hold them accountable for their role
- I role model responsibility for effective clinical governance, risk management and the implementation of continuous improvement.



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## Your Role in Action

Below are some examples to show how to lead the organisation to support and provide exceptional care that contributes to a great place to work.



### Partnering with Consumers

To lead and govern partnerships with consumers and carers...

It is important that:

- I show leadership and commitment to partnerships with consumers and carers
- I ensure opportunities for, and support consumer and carer involvement in, governance committees.

### Exceptional Care

To lead and govern exceptional care....

It is important that:

- I set clear expectations for team member roles in exceptional care
- I model exceptional care behaviour and set expectations that others will do so
- I hold managers to account for their services enacting their roles in achieving exceptional care
- I oversee service development, implementation and ongoing improvement of organisation-wide systems supporting exceptional care
- I nurture innovation and the development of contemporary models of care
- I meet external expectations, legislative and compliance requirements and align these with our exceptional care goals.

### Risk

To lead and govern exceptional care....

It is important that:

- I lead and promote a culture of risk awareness and risk management
- I ensure team members understand and are supported and trained to fulfill their risk management responsibilities
- I have governance systems and processes in place to effectively report, monitor and manage risks, including as a standing agenda item for divisional meetings.

### Clinical Governance

To lead and govern exceptional care....

It is important that:

- I define, resource, implement and lead safe, quality care through robust governance and system supports
- I ensure all aspects of clinical governance are in place and effective
- I ensure quality, safe care is effectively communicated, reported, monitored and actioned
- I encourage innovative development, implementation and ongoing improvement of organisational -wide systems supporting clinical governance
- I take a leadership role in organisational governance and ensure each division has effective governance in place.



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