

26 August 2024

Dear Quality Care Advisory Body Members,

Subject: Acknowledgement of Home and Community Care QCAB Report and Recommendations

On behalf of the Governing Body of Catholic Healthcare, I extend our sincere gratitude to the Quality Care Advisory Body for your comprehensive and insightful recommendations that were presented to the Board and discussed at its June meeting. We recognise the significant effort and thoughtfulness that went into developing the recommendations, and we are grateful for your dedication to enhancing the quality and effectiveness of Catholic Healthcare's services.

Your recommendations are consistent with feedback from the Consumer Advisory Body earlier this year and confirm the strategic objectives and priorities for the Executive Leadership team. Specifically, the Executive Leadership team is focusing on the following key areas highlighted in your report:

- **Enhancing Communication with Clients and Families:** We acknowledge the importance of this recommendation and have initiated a review of current processes to implement improvements and incorporate the QCAB's recommendations. In addition, we have recently invested in a new client management system - AlayaCare - that will facilitate improved communication through transparency over care and service information that is shared between members of the client care team. This will be a considerable change to our operations, and we are currently working through the implementation plan that will take us through to early 2025.
- **Improve and make Incident Management and Complaints Handling Systems more user friendly:** Your suggestions in this area are particularly valuable, and work has already begun to incorporate them into the current systems. In addition, the Board has approved a project to source and select a new organisational incident and complaints management application to be implemented over the next 18 months.

- **Support a Culture of Care that Promotes Relationships Over Tasks:** Catholic Healthcare is committed to implementing a Relationship-Centred Model of Care over the next three years. The Board recently approved a business case to invest in the required resources for its implementation.

In addition to the above commitments, the Home and Community Care Management team is reviewing the recommendations in detail and is committed to working with the QCAB to prioritise and integrate the agreed-upon improvements into their work plans.

Some of the quick wins that have already been actioned include:

- In July, we completed a **survey to gather feedback about the useability of the newly implemented Catholic Healthcare App**. The survey results indicated that adding new features like care plans and financial statements will provide greater visibility over your care and services. We are working through the timeframes for when these will be available. Once installed, these enhancements will have the older person in the driving seat of the care and services they want, clearly managing their budget and costs and being able to exercise greater control over what services they receive and when they want them.
- Based on recent complaints data, the QCAB learned that our clients want more timely access to information about services and changes. As a result, we have **implemented an SMS communication system** to support clients and provide them with more timely and direct communication about upcoming services and appointments.
- A review of **pain management assessment processes** has been completed to better support the identification and treatment of pain for clients. The assessment tools have been updated giving clinicians a better understanding of how pain is affecting each person's day-to-day function. We've implemented a new referral process for Registered Nurses and Physiotherapists in the Clinical Team to ensure that pain management is a collaborative effort, allowing clients to take advantage of a wider range of services.
- **Developed Frequently Asked Questions and Brochures on cancelling and rescheduling fees** to clarify clients' expectations. The documents were provided to all existing clients

and published on the Catholic Healthcare website. This allows current and future clients to have direct access to information to answer their questions, allows Catholic Healthcare to provide consistent responses to our clients and for all clients to be confident that we will do what we say.

The Board is confident that these initiatives will drive improvement and positively impact care and services. As the Chair of the QCAB, the Chief Quality Officer will keep you updated about the steps Catholic Healthcare is taking and the progress we are making in implementing your recommendations.

Once again, thank you for your valuable advice. We look forward to continued collaboration with the Quality Care Advisory Body to improve the quality and safety of our services.

Warm regards,



Stephen Teulan

Board Chair