

28 March 2025

Dear Quality Care Advisory Board Members

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

On behalf of the Catholic Healthcare Governing Body (the Board), I sincerely thank the Quality Care Advisory Body for your continuing support and commitment to improve our home care services.

Your feedback and recommendations were presented to the Board and discussed at our December 2024 meeting. Given the depth and breadth of the report, the Board requested additional time to fully consider the recommendations and reconvened in February 2025.

Your feedback on improvements already implemented since the June report are greatly appreciated. These included:

- New features in the Catholic Healthcare App, including care plans and financial statements
- A new communication system to provide timely updates about services and appointments
- Improved processes and assessment in Pain Management
- Review of Catholic Healthcare's FAQs and brochures on fees
- Improvements in our Incident Management and Complaints Handling, which went live in December 2024.

We note your new recommendations (12 in all), have four key themes:

1. Supporting clients to know who their Catholic Healthcare contact person is
2. Assisting clients to easily access information on all our service offerings
3. Providing information on different funding options and explaining acronyms
4. Developing a recruitment video for QCAB to encourage clients and employees to contribute to this forum.

We have attached a summary of your recommendations and our next steps.

Once again, thank you for your valuable advice as we work together to provide ongoing improvements for our clients. The Chief Quality Officer (Chair of the QCAB) will keep you informed about our progress.

We look forward to continuing to work with you to improve our services and the lives of our clients.

Warm regards

A handwritten signature in blue ink that reads "Stephen Teulan".

Stephen Teulan
Board Chair