

Home and Community Care QCAB Cycle 2: Summary of Recommendations and Governing Body Response.

The below table is shown in the order of priority defined by QCAB and includes Management Recommendations using Board response options.

Topic	Proposed Strategy	Board Response
1. Clients who want to access services when they need or want, can make their choices from a list that is freely available.	<p>Provide the list of services available at Catholic Healthcare with the QCAB so that Clients and Employees know what options are available and that it is written in an easily understood way.</p> <p>Once the review is complete, publish information on all CHL platforms.</p>	<p>Our website is being updated with information on services to ensure it is easy to find and in “plain English.”</p> <p>Further information required</p> <p>The Board recommends that Management continue consulting with QCAB to understand the scope of expanding features in the Catholic Healthcare App to provide a clear and easily accessible reference for available services and exclusions.</p>
2. Clients and Employees cannot access service referral pathways	<p>Document and publish the referral pathways for Employees to use when a client wants to explore or have more or different services.</p> <p>Provide client with the ability to initiate a service referral for different services when it suits them.</p>	<p>Further information required</p> <p>The Board recommends that Management investigate the scope of enhancing the Catholic Healthcare App to initiate service referrals.</p>

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	Inform Employees of service referral pathways and how they can access them to support clients when they wish to explore different services.	
3. Care plan clarity	<p>Care plan development completed between the Client and Care Advisor where it is communicated and documented for what is included and answer client questions at the time.</p> <p>Continue with ongoing support to the Model of Care program to engage care plan development learning and training that will include steps for Care Advisor to engage with Clients for care plan development.</p>	<p>Adopt:</p> <p>The Board supports the imminent implementation of the new AlayaCare care and clinical management application and the supporting training activities.</p>
4. Client safety and care worker identification	<p>Providing clients with photos of their care workers for safety and identification purposes would benefit clients by knowing who is coming to their door.</p> <p>QCAB will review the new in-home risk assessment tool as part of the co-design and supporting relationships.</p>	<p>Further information is required:</p> <p>Management is considering both the privacy implications and technology options for sharing photos of employees.</p> <p>The Board supports Management involving QCAB members in the co-design and testing of in-home risk assessment tool that has been redesigned to support improved identification of risk for both Clients and Employees.</p>

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<p>5. Who is my key CHL contact</p>	<p>The use of fridge magnets to provide clients with contact information for their care advisors would help clients easily find their primary contact person.</p> <p>Enhancement of the CHL App to know who their CHL contact person is will make visibility and accessibility more direct to Clients.</p>	<p>Pilot testing:</p> <p>The Board recommends Management investigate various paraphernalia (e.g. a fridge magnet) and tools (e.g. CHL App) that could be used to provide key contact information.</p>
<p>6. Glossary of acronyms</p>	<p>Publish a glossary of acronyms on the Catholic Healthcare App and a fact sheet on the website/intranet.</p> <p>Have the list of acronyms with the list of services provided.</p>	<p>Adopt:</p> <p>The Board supports Management collating a glossary of acronyms and terminology. This will be provided to all current Clients, published to the CHL website/intranet and will be included in the services list.</p>
<p>7. Enhance participation and inclusion of QCAB members</p>	<p>Have an allocated budget to resource QCAB function.</p>	<p>Adopt:</p> <p>The Board authorises management to procure devices and provide necessary support, including transport, to ensure full participation.</p>

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		Management has agreed to schedule future QCAB meetings in the afternoons to support care team members and clients to attend more often.
8. Care workers are not always aware of audit findings and engaged in continuous improvement	<p>Include data presentations to care workers.</p> <p>Provide opportunities for care workers to be involved in the analysis and recommendations from data collection.</p> <p>Utilise clinical indicator trial for care worker feedback and co-design of analysis and recommendation processes.</p>	<p>Further information is required</p> <p>The Board requests further analysis to understand the impacts of including care workers in monthly Regional Quality and Safety Committee meetings would have on scheduling, service delivery, and costs.</p>
9. Client notifications of service changes	<p>Include a courtesy text message to clients when a care worker is enroute, including an estimated arrival time and contact number.</p>	<p>Further information is required</p> <p>The Board recommends management determine the scope and cost of expanding features in the CHL App or explore other technology solutions, including enhancements that provide care worker arrival time details to the client.</p>
10. Volunteer service language	<p>Recommendation to change the language to describe volunteer services to avoid misunderstanding from inaccurate terms.</p>	<p>Pilot test:</p>

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		<p>Management has commenced updating all service definitions to avoid misunderstandings and provide greater clarity on what each service includes.</p> <p>The Board recommends that once drafted, QCAB members be engaged to review the language to ensure that it is simple and easy to understand.</p>
11. Recruitment video	<p>Create a recruitment video with QCAB members.</p> <p>Include QCAB video for induction to new employees to share opportunities available to engage with initiative within CHL.</p>	<p>Adopt:</p> <p>The Board supports Management to work with QCAB members to develop promotional materials for CHL's website and internal platforms.</p>
12. Induction and advisory bodies	<p>Include advisory body information into new employee induction plans.</p>	<p>Adopt:</p> <p>The Board recommends that Management include advisory body information in materials for inducing new employees.</p>