Continuous Improvement projects at SALHN

An activity whose primary purpose is to monitor or improve the quality of service is considered Continuous Improvement, Quality Improvement, Service Improvement. The project must only occur within SALHN, and data collected must remain within SALHN.

Providing the intention of your project fits within this framework, ethics review is not required.

Examples of this type of work are:

* Review a current system and/or process e.g. revised procedure, form or care pathway, reconfiguration of services, redevelopment
* New Improvement e.g. Continuous improvement project, new process, new equipment.
* Audit/Survey e.g. Clinical indicator, key performance indicator, consumer survey, safety systems audit, a NSQHS Audit, Gap Analysis.

These projects can be achieved via any of the below pathways: benchmarking and clinical variation, Patient Reported Outcome Measures and clinical quality registries.

These projects must be registered on the SALHN Quality Library.

**Benchmarking and clinical variation**

Clinical variation is a difference in healthcare processes and outcomes, compared to peers, or to a standard, such as an evidence-based guideline recommendation.

Examples of a clinical variation project would be:

* How does the care delivered at SALHN compare to a similar organisation?
* How does care delivered at SALHN compare with best practice

**PROMs and PREMs**

Patient Reported Outcome Measures (PROM) and Patient Reported Experience Measures (PREM) can be used to compare and benchmark processes and outcomes against selected criteria, such as industry standards or the performance of other healthcare providers. These comparisons can be used to highlight best practice and to identify areas of potential improvement.

Examples of using PROMS and PREMS for quality improvement are:

* The comparative effectiveness of treatments
* The effectiveness of quality improvement activities
* Variations in care, costs, and outcomes among healthcare providers.

**Clinical quality registries**

Clinical quality registries use clinical data to identify benchmarks and variation in clinical outcomes and feed-back essential risk-adjusted clinical information, to clinicians, patients, consumers, health service administrators and government to inform clinical practice and health service decision making.

For more information:

* [Commission on Excellence and Innovation in Health / PRMs](https://prms.ceih.sa.gov.au/resources)
* [Australian Commission on Safety and Quality in Health Care / Indicators, measurement and reporting](https://www.safetyandquality.gov.au/our-work/indicators-measurement-and-reporting)
* [SALHN Research Direction / Four Fields of Enquiry / Continuous Improvement and implementation science](https://www.sahealth.sa.gov.au/wps/wcm/connect/public%2Bcontent/sa%2Bhealth%2Binternet/about%2Bus/our%2Blocal%2Bhealth%2Bnetworks/southern%2Badelaide%2Blocal%2Bhealth%2Bnetwork/research/salhn%2Bresearch%2Bdirection)