

Patient Safety and Quality Improvement Strategy



PATIENTS FIRST

To pro-actively provide and strengthen a quality improvement and patient safety culture within the CAA member services.
To significantly reduce the likelihood of harm throughout the provision of patient centred care.
To implement national quality and patient safety standards with the aim of achieving accreditation to these over time.



1

Quality & Safety Culture

Establish and embed a positive culture towards patient safety and continuous quality improvement practice in paramedicine.



2

Continuous Quality Improvement

Maintain continuous quality improvement practice with consistent messaging and education particularly in relation to relevant National Quality and Patient Safety Standards.



3

Patient Centered Care

Improve patient safety by always considering the patient's experience and by providing a patient centric approach to care and service provision.



4

Patient Safety

Ensure the patient's safety and continuous quality improvement system addresses areas of greatest patient risk of harm or adverse events.



5

Patient Feedback

Develop feedback systems to inform patient safety and continuous quality improvement activities.



6

Data for Improvement

Collect, monitor, and respond to data for quality improvement and patient safety.



7

Quality Systems Approach

Develop and maintain positive relationships with other internal and external departments to ensure patient safety and continuous quality improvement is considered when changing strategy, governance, and system design.



8

Patient Voice

Collaborate and wherever possible co-design services with consumer input to inform service delivery.



9

Informed Practice

Promote the adoption of best practice, research, evidence, and innovation that contributes to patient safety and continuous quality improvement opportunities in services.



10

Collaborate to improve

Seek and actively engage with other healthcare providers and stakeholders in the development of nationally consistent patient safety and continuous quality improvement standards and guidelines relevant to the ambulance setting.