

Rural Palliative Care Resource Kit



Governance elements matrix

Levels of Governance	Quality Dimensions					
	Acceptability	Access	Appropriateness	Effectiveness	Efficiency	Safety
Organisational / Corporate						
Accountabilities	Establish a recognised interagency executive forum with terms of reference to oversee the service	Ensure community representation on the executive forum	Ensure participation on an executive forum with senior officers who: <ul style="list-style-type: none"> - Represent the relevant clinical, social and pastoral care service agencies - Have sufficient delegation to make ready decisions and commit resources 	Establish a recognised interagency executive forum with terms of reference to oversee the service	Appoint a service coordinator to facilitate management of the service, liaise with participating agencies and report to the executive forum	
Partnerships	Establish an interagency heads of agreement to		Establish an agreed interagency		Establish an agreed interagency	

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	support the service		conflict resolution process to support the service		contacts list and lines of communication	
Planning	Engage senior clinical, social and pastoral care providers in development of the service plan	Service plan objectives & targets address expressed needs of patients & carers	Service plan: <ul style="list-style-type: none"> - Addresses national standards - Addresses local needs analysis 	Service plan targets are: <ul style="list-style-type: none"> - Simple - Measurable - Achievable within realistic timelines 	All participating agencies identify, specify and commit a known level of existing capital, facilities, assets, infrastructure and materials to the service	
Responsibilities	Establish agreed interagency policy & procedures			Establish routine lines of communication between the executive forum, participating agencies and clinical providers	Establish a regular meeting cycle for the executive forum with: <ul style="list-style-type: none"> - Minuted meetings to an agreed standard - Distribution of minutes & other material to relevant persons 	
Risk management	Establish financial responsibility for the project: <ul style="list-style-type: none"> - Fund-holding - Budgeting - Reporting 		Establish financial controls for the service including: <ul style="list-style-type: none"> - Periodic budgets - Monthly reports 	Identify new and alternate sources of funding for the service	Report financial performance of the service to regular meetings of the executive forum	

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	- Auditing		of income & expenditure - Auditing			
Clinical						
Education	Identify education and training needs of providers		Identify education and training needs of providers	Develop an education and training plan for providers		
Quality	Identify and support agreed clinical champions	Establish multidisciplinary forums for: - Improved case coordination - Peer review & feedback	Commit all agencies and providers to evidence-based practice within clinical guidelines and protocols	Establish a clinical advisory group to: - Monitor de-identified patient data - Identify significant variances compared with standards - Report trends to the executive forum	Adopt clinical decision support tools where relevant	Establish a clinical audit program
Role delineation	Establish agreed interagency clinical guidelines and protocols		Establish agreed interagency clinical guidelines and protocols		Set review timelines for clinical guidelines and protocols	

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Methodological / Scientific						
Communication	Identify agreed modes of media for communication between parties	Include a commitment to public education and information dissemination as part of the service's communication strategy	Identify agreed modes of media for communication between parties	Establish an agreed communication strategy as part of the service plan	Establish routine lines of reporting between the executive forum, clinical advisory group, multidisciplinary forum and participating agencies	
Evaluation	Establish an agreed minimal dataset for the service		Identify a minimal dataset that is: <ul style="list-style-type: none"> - Reliable - Accurate - Easily collected - Meaningful to all parties 	Identify a minimal dataset from existing systems that are already collected and collated in routine practice	Set key performance indicators that are readily monitored using the minimal dataset	
Reporting	Establish agreed key performance indicators	Routinely aggregate de-identified data into meaningful summaries for all parties				Ensure data collection and dissemination complies with necessary confidentiality and privacy requirements