# Discussion Paper: Continuous Improvement

*For inclusion in your governing body meeting papers, and discussion in your next meeting.*

**Meeting date:** Click or tap here to enter text.

**Agenda item number**: Click or tap here to enter text.

**Paper type**: For discussion.

**Fostering a culture of continuous improvement**

Continuous improvement aims to identify how well systems are working and to understand the quality of care and services being delivered. It is a systematic, ongoing effort to raise an organisation’s performance in achieving outcomes for consumers and is important that the governing body and executives set a culture of continuous improvement across the entire organisation by approaching their own decision making and strategic direction with improvement in mind.

Utilising the Plan-Do-Check-Act model for continuous improvement

The Plan-Do-Check-Act model can be applied at a high level to continuously drive improvements in organisation performance, or on a smaller scale to identify (and rectify) specific quality performance opportunities. The components of the model are:

1. **Plan**: This could be the organisation’s strategic plan, or a plan to improve a specific service offering or process.
2. **Do**: Actioning and delivering the quality improvement activities in the improvement plan
3. **Check**: An evaluation of whether the activities have been effective in addressing the identified issue or gap.
4. **Act**: Deciding if a quality improvement activity has been successful in achieving the intended outcome.

BEFORE THE MEETING

To ensure the most productive discussion within the governing body meeting:

* Complete **Module 12: Continuous Improvement** (20min)
* Read **Topic Guide – Continuous Improvement** (10min)

Review **data, policies and procedures specific to your** **organisation**, including for example: *continuous improvement policy or framework, internal audit or other process review framework, staff and consumer feedback and complaints data and communication protocols.*

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| QUESTIONS FOR DISCUSSION   1. How are we selecting and implementing continuous improvement activities, and how do these align with our strategic objectives? 2. How are consumers being supported and involved in the identification, implementation and evaluation of continuous improvement activities? 3. What information does the governing body use to identify issues or gaps and drive continuous improvement activities? |



You might also find it useful to check out the **Module 6: Incident Learning** and the webinar titled **Rebuilding Trust in Aged Care: Why is it important?**