

# The design, implementation and evaluation of a new clinical governance framework for an Allied Health directorate.

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**Background:** Clinical governance is a system whereby managers and clinicians are held accountable for providing safe patient care and continuously monitoring its quality. The aim of this project was to design, implement and evaluate a new framework that facilitated a consistent and effective approach to clinical governance for all allied health departments and programs within an allied health directorate.

**Methods:** A clinical governance framework was designed and implemented. It detailed mechanisms for operationalising clinical governance and referencing clinical service delivery to accreditation requirements. The framework was evaluated using a purpose designed survey that measured the level of satisfaction of senior allied health staff with the framework. The survey comprised 15 items requiring responses using a Likert scale and three open questions. The items were themed into three major categories: awareness, implementation and effectiveness of the framework. Analyses were descriptive in nature.

**Results:** Responses were received from 19 staff. The most frequent position held by respondents was discipline director/program manager (53%) and the highest response rate was from the Speech Pathology/Audiology Department (26%). The most common response for time worked in the department/program was >3years (48%). Varying levels of satisfaction with the clinical governance framework were found for the three survey themes. Overall, a high level of satisfaction was found for awareness of the framework (79%) and there was a reasonable level of satisfaction with its implementation (63%). Lower levels of satisfaction were seen with respect to the effectiveness of the clinical governance framework (54%).

**Discussion:** A new clinical governance framework was designed and implemented, providing allied health departments and programs with a consistent approach to clinical governance. Whilst satisfaction with its awareness and implementation were reasonably high, its perceived effectiveness was less so. Areas where the implementation and effectiveness of this framework can be further improved have been identified.