

Clinical Risk Assurance

Providing you confidence in the delivery of sustainable high quality care



Clinical Risk Assurance focus and capability

Key stakeholders

Whether you sit on the Board, are an executive or a manager, PwC understand that the principles of quality healthcare provision, is high on your list of concerns.

The Board

Are accountable for key strategic management and outcomes, corporate and clinical risk management and clinical governance and oversight.

Executive

Providing strategic direction and support for operationalising strategy. Your key issues are organisational strategy, delivering on KPI's and outcomes, sustainable models of care and good clinical governance.

Operational management

Providing support and understanding of the operational pressures. Your key focus on staffing levels, safety and quality of care, incident and risk management and mitigation, the consumers' experience and compliance obligations.

Frontline staff

Providing safe, quality care to patients and clients. Your key issue is having the time and resources to provide the best service possible.

Clinical Governance – Make your framework work for you

98% of organisations have clinical governance frameworks in place, but only 34% of those are confident that the frameworks are robust, understood and effective.

Effective clinical governance frameworks and processes are essential to support the achievement of **clinical strategy** and the delivery of **high quality**, safe patient care. We can provide you with assurance that your clinical governance framework and processes are in place, effective and operationalised throughout your organisation.

Safety and Quality Function

On average healthcare providers spend \$3.5m per 500 beds on Safety and Quality resources. 75% of this time is consumed by reactive activity.

We support organisations to improve the effectiveness and efficiency of key S&Q processes. This enables you to re-direct time and effort to more value adding tasks and activities such as implementing and monitoring the effectiveness of continuous improvement strategies to drive greater patient outcomes and experience.

Clinical Audit – Expect more

90% of clinical audits are overly compliance focused and not adding value or driving continuous improvement and cultural change.

Clinical audit plans fail to consider organisational, industry-wide and global emerging risks and trends that may impact on patient safety and quality, financial and reputational risk. We support organisations to get greater return on clinical audit through the development and delivery of value adding, risk based audit plans that provide confidence and support continuous improvement.

Accreditation

80% of health care organisations are seeking to be accreditation ready every day and reduce the cost of readiness preparation.

With increased regulation for providers and changes to the standards this is only set to become more complex and costly. Hospitals report an average spend of \$130k - \$250k, and aged care providers report an average spend of \$50k - \$100k per accreditation cycle. We can support you to lift your clinical risk and compliance maturity and your teams' capabilities to reduce ongoing costs associated with cyclical accreditation preparation.

Process Risk and Controls Optimisation

90% of SAC-1's are secondary to complex, convoluted processes.

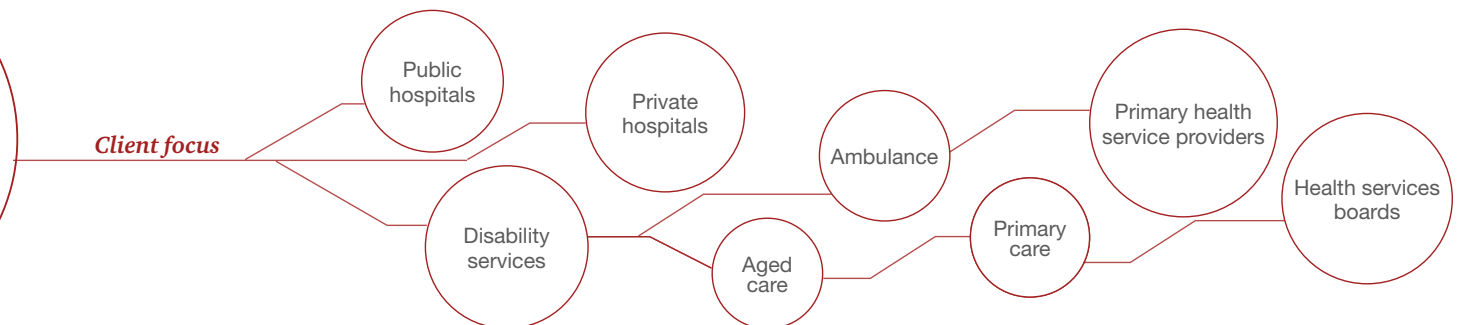
Over the past 10 years healthcare has seen an increase in regulation and compliance requirements. Organisations have typically responded by incorporating new activities and controls into their processes, which in some cases has resulted in overly complex and burdensome processes that are difficult to interpret, understand and consistently apply. We support you to simplify these processes to effectively and efficiently manage risks and support safe, quality patient care.

We partner with our clients to enable the delivery of sustainable, safe, quality care for their patients and clients. We do this through supporting them to establish and embed robust clinical governance and risk assurance frameworks, systems and processes. These better enable the front-line staff to focus on each person's experience throughout their care journey.

Health care providers

Healthcare is more than just the care provided inside hospitals and residential care facilities. Healthcare and health assurance encompasses a person's entire journey through the system. Our Health Assurance capabilities ensure the full spectrum of this journey is considered. Our offerings are tailored to the services you provide, ensuring quality care for your patients/clients.

Client focus



Clinical Risk Assurance experience and expertise

We understand how important it is to have a team partnering with you who provide effective and meaningful support and understand your needs. Our health team possess significant experience in the health sector across a broad range of providers and services.



Nicola Lynch

WA Health Assurance Lead Partner
tel +61 8 9238 3064
email nicola.p.lynych@pwc.com

Nicola is passionate about improvement and innovation in safety and quality of care and ensuring the sustainability of healthcare for the future. Nicola leads our WA Health Assurance practice and has significant experience working across a range of healthcare services and providers. She specialises in the areas of clinical governance and risk assurance optimisation and improvement. Nicola represents the Australian firm on our Global Health Assurance Taskforce.



Kerry Wilcox

Clinical Risk Assurance Lead Manager
tel +61 8 9238 3486
email kerry.wilcox@pwc.com

Kerry has been a passionate clinician and manager for over 25 years. Her focus has been on supporting excellence in patient care. This combined with her project management skills gives her a pragmatic approach to keep things simple but at the same time provide meaningful opportunity and change. Kerry's focus is on sustaining the health system for the future.



Melanie Raaths

Clinical Risk Assurance Senior Manager
tel +61 8 9238 3642
email melanie.raaths@pwc.com

Melanie has over 15 years' experience providing assurance services and helping clients mature their processes. She has both operational and assurance experience in risk management, safety improvement projects, change programs, safety culture initiatives, as well as safety frameworks and compliance processes.



Tess Washer

Clinical Risk Assurance Senior Consultant
tel +61 8 9238 3395
email tess.washer@pwc.com

Tess's core focus is clinical governance and clinical audit, providing strength to the team through her experience in healthcare internal audit and risk assurance across both the public and private sector at more than 20 hospitals across the country. Tess brings a passion for health having studied finance, pharmacology and microbiology at university and previous experience working in a community pharmacy.



Jessica Young

Clinical Risk Assurance Senior Consultant
tel +61 8 9238 3011
email jessica.young@pwc.com

Jessica possesses experience in both the healthcare sector as a nurse and the business sector. Her skills in our team are enhanced in her ability to understand the business requirements and compliance with policy and procedure in the health context. Jessica is passionate about improving safety and quality in health.



Lucy Hall

Business Development Manager
tel +61 8 9238 3225
email lucy.hall@pwc.com

Lucy has extensive experience in business development and the aged care sector. Her strength is in understanding the corporate need and clinical risks, and combining the two in an effective manner.