



*Danila Dilba*  
Health Service

# **Sharing data with our Board**





# DDHS Board

- Community Controlled health organisation under the Corporations ( Aboriginal and Torre Strait Islander) Act 2006.
- 8 honorary directors elected by community. Two independent directors.
- Board Audit and Risk Committee. Two independent members
- Non clinical CEO. Clinical Managers







# Clinical Governance

The system through which organisations are accountable for continuously improving quality of their service and safeguarding high standards of care.

Boards want risk to be managed.

They want to know that good systems are in place and that they are working.

They also want to know that we know our clients, know their health and are working to improve health.



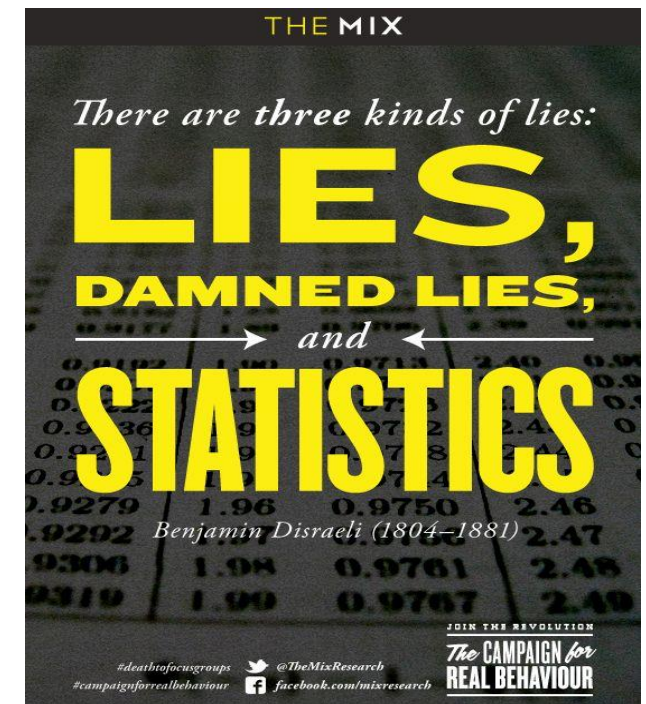
**Data makes Boards smarter at knowing  
clinical governance is working**



# Is data reliable and useful ?

- Clinical and consumer data comes from client feedback, incident reporting and Communicare.
- We understand how it is collected and reported
- We understand the risks
- We have a data quality framework in place
- It is only part of the story

So YES it is





# **Board knowledge and confidence**

Built data into the story from 2014.

Disconnect data from research.

Agreed on what data and how often. The same data that we use at all levels of the organisation. Matches annual report.

Be prepared to listen.






# **The Client Feedback Story**

Client feedback is high on the agenda and a system is in place

Data about complaints and compliments provides evidence.

There are also other ways we talk to clients and community.





# **The Safety Story Cultural and Clinical**

Clinical safety systems and safety culture is in place..

Data on incident reporting and response provides evidence

Monitoring trends using safety assessment code matrix also help ensure clinical safety.







# Quality and Outcomes story

PI03: Health Checks	Jun 16	Jun 17	Jun 18	National Target 2023
Aged Over 25	51%	59%	61%	63%

No such things as a bad story in data. It's only part of the story.

The last six month Board KPI report had 13 indicators and 4 stories.





**“The evidence shows ...”**

Western world is in an age of information overload and distrust of data.

To share data with the Board, as clinicians we need to know our data and know our story.





**Danila Dilba**  
Health Service

**Questions / comments**