



This document was created to support understanding of the Clinical Governance Secretariat and is current as of **May 25, 2023**. For more information about the Clinical Governance Improvement Initiative please visit the CGII Intranet or Medical Staff website. If you have questions that are not answered here please email CGII@islandhealth.ca

WHAT IS THE CLINICAL GOVERNANCE SECRETARIAT?

The Clinical Governance Secretariats will be dedicated to the administration and coordination of governance work to ensure seamless and effective operations of Clinical Governance committees, starting with C.A.R.E. Networks and the Integrated Clinical Governance Committee (ICGC). The secretariat is a special team dedicated to managing governance activities and workload. Individual secretariats will be assigned to support a small number of C.A.R.E. Networks. The secretariat is an enabling body – it does not make decisions on behalf of C.A.R.E. Networks.

WHY DO WE NEED A SECRETARIAT?

We have heard from staff and medical staff that they need support to make clinical governance successful. Review of leading practice from other jurisdictions show that a robust support team enables meetings to run smoothly, facilitates more efficient decision-making and makes it easier for everyone to participate in governance activities.

HOW WILL THE SECRETARIAT SUPPORT C.A.R.E. NETWORKS?

The secretariat will provide support in three areas:

1. **Administration:** Secretariat Leads will provide logistical support, such as helping chairs with consistent agendas, minutes, decision records and associated communications. They will ensure that the activities of working groups associated with C.A.R.E. Network are well documented and communicated. Assistance includes facilitation of issue escalation and Network coordination. Some tasks, such as setting meeting dates and times, will be coordinated by chairs with secretariat support.
2. **Analysis:** Secretariat Leads will assist with preparing briefings, gathering background materials, and other forms of research to ensure well-informed decision making. They will work with committee chairs to ensure that the appropriate people are invited to meetings in order to support well-informed decision-making.
3. **Action:** The committee chairs and Secretariat Leads will manage decision-making processes, decision-tracking, and escalating or communicating decisions for action. The secretariat will support the integration of work between the Operations Excellence Committee (OEC) and Clinical Excellence Committee (CEC) to keep them aligned on priorities, timelines and deliverables.

WHAT INFORMATION INFRASTRUCTURE WILL BE AVAILABLE?

Governance work must be clearly tracked and managed. This will support communication, collaboration and transparency. Governance activities will be tracked and prioritized in a software tool called JIRA to manage information and support integration and collaboration between OECs and CECs, across C.A.R.E. Networks and with other governance committees. Work is now underway to design the JIRA tool to support governance activities, including a single intake for questions and dashboards to highlight committee priorities and work in flight.

HOW WILL I NAVIGATE THE NEW GOVERNANCE SYSTEM?

We recognize the complexity of navigating a new clinical governance system. The secretariat will include a Coordinating Support Unit (CSU) to provide wayfinding assistance. Committee members will use a simple intake system to submit questions and information which will be triaged by the CSU. This will ensure that ideas, questions and decisions are connected to the right committees. The CSU will be a wayfinding body only. More information will become available in the summer, including how to access the CSU.

HOW WILL DECISIONS BE TRACKED AND SHARED?

While large-scale decisions will be broadly communicated through formal channels, governance committee members, supporting teams, staff and medical staff need ways to quickly find clear information about the decisions that affect them and their work.

- **SharePoint:** This will be useful for governance committee members and the secretariat team for documentation management including Terms of References, membership lists, and decision documents.
- **JIRA platform:** This is the place where decisions are linked to follow-up actions and outcomes are tracked. It will enable governance committee members and individuals tasked with actions to communicate and track work, enabling timely action and visible priority-setting.
- **Intranet – Transparent Decision Tracking:** Staff and medical staff will have access to a searchable source of information that links decisions to actions and documents, ie: C.A.R.E. Network priorities, decisions on standards, policies and procedures that staff need access to.

WHAT IF I CURRENTLY PROVIDE SUPPORT TO AN EXISTING QUALITY COUNCIL?

We know that many people have supported QCs in addition to their regular roles. The creation of new resources will eliminate that burden. Quality Councils will be following a transition plan in the coming months to ensure continuity between the two groups, including a handoff from current QC supports to new secretariat members.