

# Queensland Child & Youth Clinical Network

## Supporting Statewide Child and Youth Clinical Service Improvement

### The QCYCN approach to supporting service improvement

The Queensland Child and Youth Clinical Network (QCYCN) was established in 2009 to drive service improvements in the area of children and young people's health. The network plays an important role in linking clinicians and clinical services from across the state, and providing clear, apolitical advice in a cooperative and collaborative way. Service improvement initiatives can enable system efficiencies by streamlining service provision and improving the healthcare experience and outcomes of children and young people and their families from across Queensland.

Service improvement initiatives can be understood and described in many ways, including as a:

- Model of Care
- Practice Principles and/or Standards
- Practice Framework
- Clinical/Practice Pathway
- Clinical Guideline

These terms are often used interchangeably which leads to confusion about what will be delivered and how it will be developed. Regardless of how a QCYCN supported service improvement initiative is described, it is essential that it aligns with the inclusive ethos of the QCYCN and follows a robust design methodology.

### QCYCN preferred service improvement terminology

Term	QCYCN Definition
<i>Model of Care</i>	A Model of Care broadly defines the way health services are delivered. Ideally, a model of care outlines best practice patient care and may include any or all the elements below.
<i>Standards</i>	Clinical standards define the nature of the service that a consumer is entitled to receive at each point of contact with the clinical team and enables clinical teams to measure the quality of the service that is being provided.
<i>Principles</i>	Principles are concepts that underpin a service delivery model and act as a guide to clinical decision making.
<i>Framework</i>	A framework is a conceptual map, used to illustrate or describe service or system concepts, relationships and/or influences in an accessible way.
<i>Pathway</i>	A clinical pathway is a standardized, evidence-based management plan which identifies a sequence of interventions, milestones and expected outcomes for a specified patient/client group. It is designed for replication across contexts.
<i>Guideline</i>	A guideline is a statement or set of recommendations for clinicians about the care of patients/clients with a specific condition.

# Service redesign methodology

QCYCN requires service improvement activities follow a robust service design methodology including:

- **Governance arrangements** that are genuinely representative by being:
  - Multidisciplinary
  - Multiregional
- Clearly defined **purpose** and expected outcomes, even if they evolve over time
- **Co-design** involving consumers and other internal and external stakeholders
- Clear and readily available project plans inclusive of a **communication** strategy
- Consideration of long-term **sustainability** including post-project governance

QCYCN endorses the use of the following methodology when planning, implementing and evaluating a service improvement initiative.

Further information is available [here](#) on the Strategy, Planning and Improvement intranet site. Tools, templates and resources for improvement and innovation are available on the Children’s Health Qld [Imagination Hub](#).

Clinical Services Redesign methodology is guided by seven principles including: consumer engagement, staff capability, patient safety and quality, ideas, efficiency, messages, and outcomes.

An example of a service improvement activity delivered using Clinical Services Redesign methodology is the statewide cardiac project: [Supporting the long-term developmental needs of children with congenital heart disease and their families](#)

## Clinical Services Redesign Project Guide

Link to guide [here](#).

