

WCTO Quality Improvement Framework

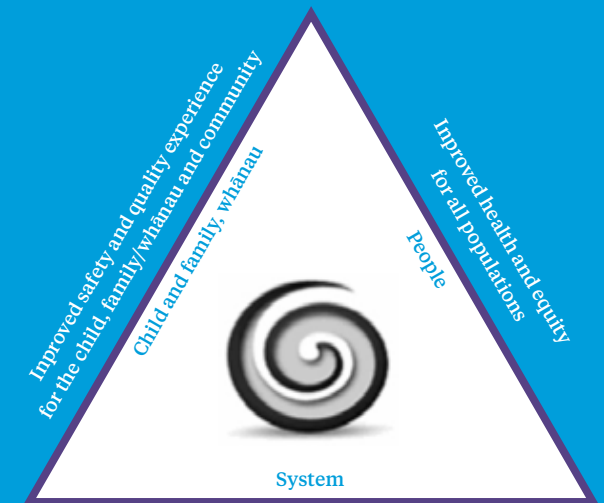
Improved safety and
quality experience for
the child, family and
whānau and community

Improved health and
equity for all populations

Best value for health
system resource



The Well Child / Tamariki Ora Quality Improvement Framework



Best value for health system resource



The Quality Improvement Framework supports continuous quality improvement for the Well Child / Tamariki Ora (WCTO) programme.



Improved safety and quality experience for the child, family and whānau and community

What this looks like

- Families and whānau understand the services that are available to them.
- Families and whānau give informed consent to the services they receive and to having their information shared between service providers involved in their care.
- Families and whānau feel respected; a family or whānau's strengths, needs and choices are put first.
- WCTO providers and families or whānau work together to develop and carry out care plans.
- Families and whānau receive care that is respectful and culturally responsive.
- WCTO providers actively seek out and respond to feedback and deal with concerns promptly.
- WCTO providers are professional and maintain a safe environment for families and whānau.
- Families and whānau receive any additional help they need as early as possible.
- WCTO providers are accountable to families and whānau.



Improved health and equity for all populations

What this looks like

- Funding and service models support all families and whānau to access WCTO services.
- All families and whānau who need extra support can easily access appropriate referred services.
- WCTO services adapt to meet the needs of local populations.
- WCTO services are quick to respond to vulnerable populations.
- WCTO providers work together with other health care and social service providers and share information where appropriate.
- WCTO providers offer information to families and whānau that is clear, based on best evidence and supports health literacy.
- WCTO providers identify areas for improvement and make improvements that promote equity.



Best value for health system resource

What this looks like

- WCTO providers use needs assessment tools and national guidelines that are based on practical evidence, including the *WCTO Practitioner Handbook*, to reduce inappropriate variations in service delivery.
- The WCTO workforce is competent, up to date with new knowledge and takes part in ongoing professional development.
- WCTO providers work collaboratively with other health services and with providers from different sectors.
- WCTO providers seek out and apply new evidence to improve care.
- WCTO providers cease to deliver services that are ineffective.
- WCTO providers actively collect, monitor and act on quality and outcomes data to improve service delivery.
- WCTO providers have efficient systems for sharing information.