



QUALITY IMPROVEMENT | User Guide

2026

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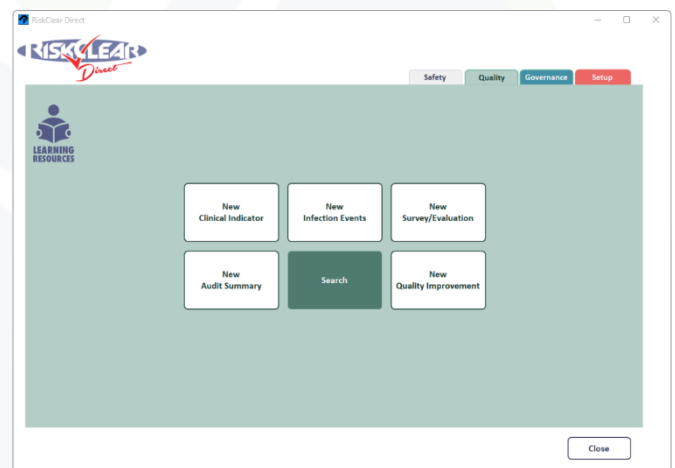
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INTRODUCTION

HealthCare and Aged Care services need to have organisation-wide quality improvement systems that:

- Identify safety and quality measures and monitor and report performance and outcomes.
- Identify areas for improvement in safety and quality.
- Implement and monitor safety and quality improvement strategies.
- Involve consumers and the workforce in the review of safety and quality performance and system.

Quality Improvements (QI) can be recorded, tracked, and reported in RiskClear and RiskClear Direct.

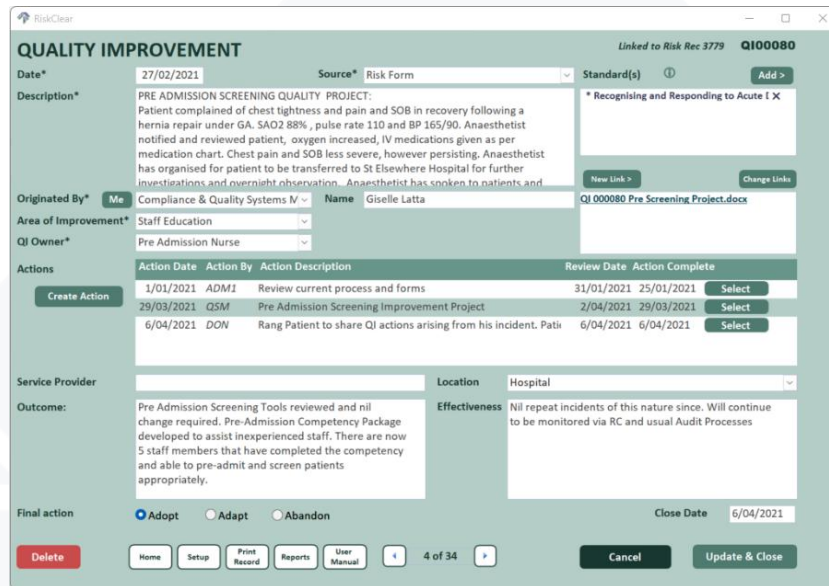


Click '**New Quality Improvement**' found on the **Quality Tab in RiskClear or RiskClear Direct** to create a new QI record.

QI records can be entered directly, or from your audits, risks, or incidents to ensure coordinated, continuous, and responsive quality improvement.

ENTERING A NEW QUALITY IMPROVEMENT INTO RISK CLEAR

Click '**New Quality Improvement**' from the **Quality Home Tab** to create a new QI record.



The Quality Improvement Screen records the **Date**, **Source** and the NSQHS or other **Standard(s)** that the idea addresses. More than one standard can be selected. Details of the idea or improvement are recorded in the **Description** text field. (You can click inside the description box to display the Zoom Box. This will give you a larger area in which to type plus spellcheck and copy and paste functions.) Enter the **position and name** of the person who originated the QI. If you were the originator, click the '**Me**' button which will auto-fill in these fields with your details. Select the **Area of Improvement**. The **QI Owner** is the person responsible for evaluating and/or implementing the QI.

CREATING AND ASSIGNING ACTIONS

Enter the "**Date**" in the date field or select from the Calendar. "**Action By**" is who will be responsible for carrying out the action and details of that action. If you do not want review date reminders to be sent for this action, remove the tick from the '**Send review date reminders**' box.

If you wish, you can immediately notify the responsible person of details of the action by clicking the "**Notify**" button.

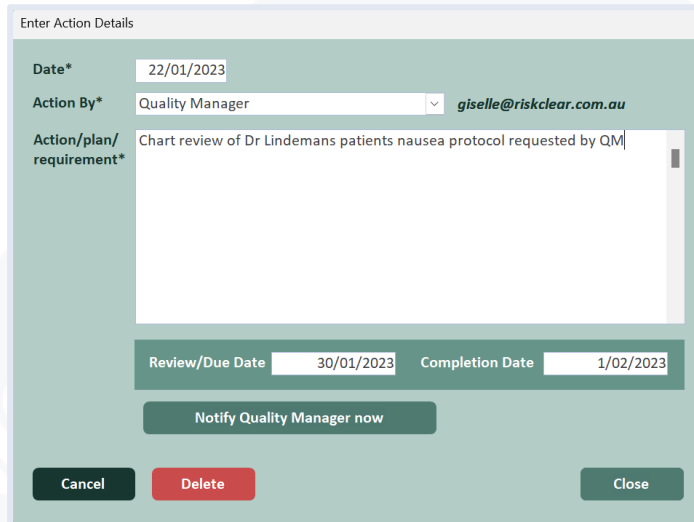
If that position does not have an email attached, RiskClear will prompt you for one, then send the notification.

If you wish to review that this action has been completed, enter a review date.

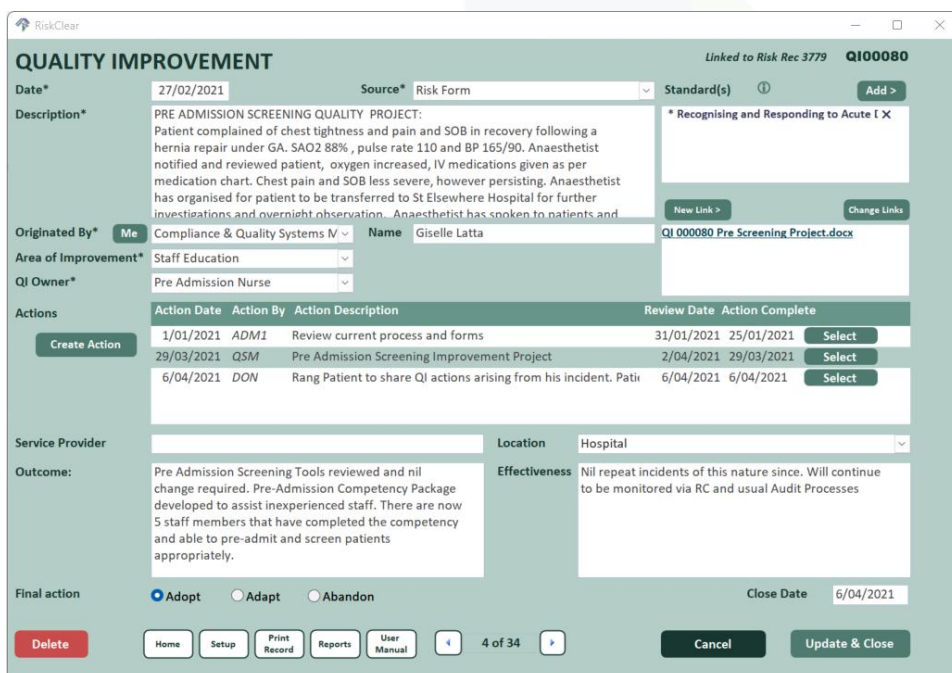
When completed, enter a date in the “**Completion Date**” field.

Click the Delete button will remove the current Action record permanently from RiskClear.

Click “**Close**” to update the record and close this panel.

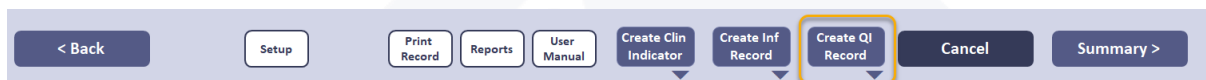


Back on the Quality Improvement page you can enter any outcomes or improvements that have occurred in the **Outcome** box. You can also enter any details about the effectiveness of the QI and any differences that QI achieved or made. Alongside the **Final action** you can select whether the QI was **adopted, adapted or abandoned** and enter the **close date**.



CREATING A QUALITY IMPROVEMENT RECORD FROM AN INCIDENT, RISK, FEEDBACK OR AUDIT RECORD

The **Risk, Incident and Feedback** Screens have a “**Create QI Record**” button found along the bottom of the screen.



The **Audit Summary** Screen has a “**Create Quality Improvement**” button on the lower right-hand side of the screen.

Create Quality Improvement

You can click on the “**Create QI**” button from these various screens and the **Quality Improvement Screen** will appear. Any data already entered as a Risk, Incident, Feedback or Audit will show/come through and appear on the QI screen also.

QUALITY IMPROVEMENT

Date*

21/01/2023

Source*

Incident Form

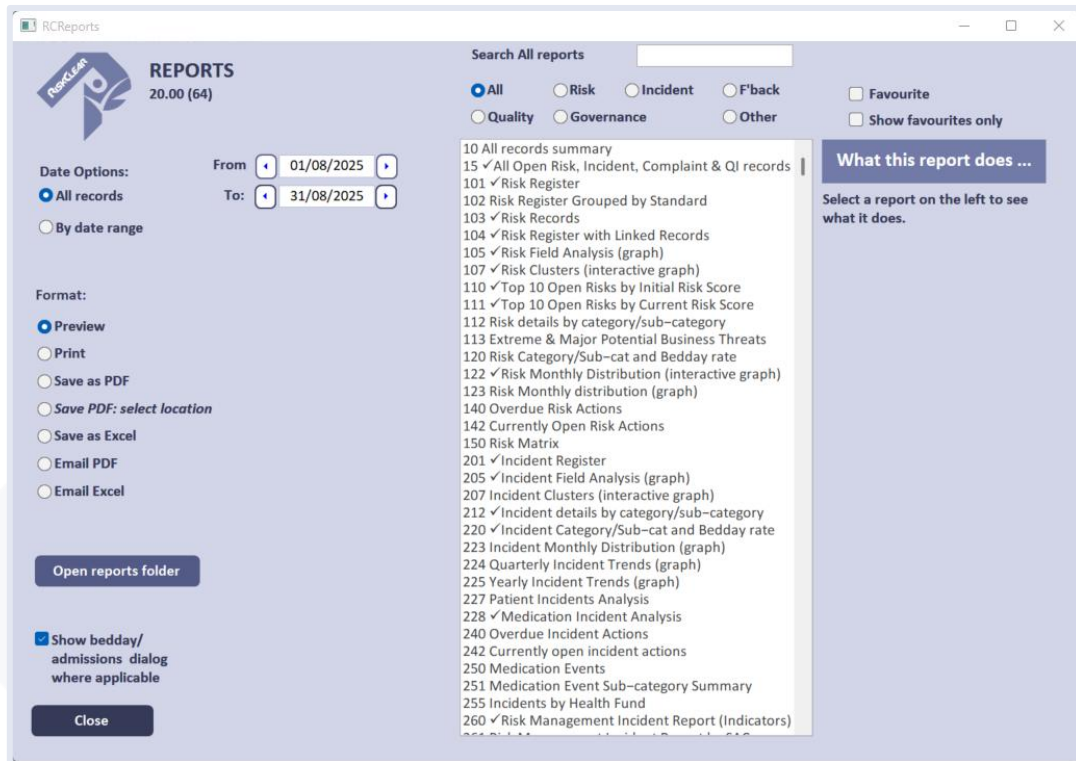
Description*

From Incident record no.03955

Creating a QI record from a Risk, Incident, Feedback or Audit Record links the QI Record to it.

QUALITY IMPROVEMENT REPORTS

There are currently four Quality Improvement Reports that can be generated in RiskClear. Click **Quality** or use the **Search All reports** function. Each report provides a description of what it generates, and you can “tick” any reports as a “favourite” report also.



450 Quality Improvement Register: Shows QI records for date range selected, either condensed or full version (one record per page).

452 Quality Improvement Report: Provides a summary of QI Register, includes compliance information from any linked audits, grouped by sites (where applicable). This reports also show all records still open from the period selected.

453 Quality Report#2: Variation on Report 452 including NSQHS Standard and QI Owner excluding the actions/issues content.

455 Overdue QI Actions: QIs with action review dates that are overdue.