Je suis Charlie

A few weeks ago, this simple French expression brought people around the globe together in solidarity. Unfortunately, a dear friend of our French editor was killed in the terrorist attacks against the Charlie Hebdo newspaper on 7 January and a Jewish supermarket in Paris on 9 January. Our thoughts are with her family and the bereaved of the other 15 victims.

What remains now after these horrific events? Obviously, there is the revealing fact that security, wherever you are, is an illusion. Barbaric acts of violence are not things that happen to someone else somewhere else; they can affect you directly and without warning.

Do we persist and go on or do we give in and play the game of the devil? My sincere hope is that, whatever happens, people will always choose humanity and reason over ignorance and hate.

Yours sincerely,
Daniel Zimmermann
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Clinical governance—
A system for better health care

We can provide the best care possible for our patients. It is a structural framework that incorporates all the steps necessary to make the system more patient friendly. It is a cyclical process that once established can help to identify the decisive factors for the quality of patient care. When asked by one of my trainees when the mechanisms of clinical governance ensure in everyday practice, my answer was, “In a patient-centred practice it never stops”. It starts as early as the patient first contacts a practice or a hospital and encompasses the entire health care scenario, starting with welcoming and managing a new patient, ensuring his or her safety on our premises and advising him or her about all aspects of treatment. This combination is all about our transparency to the outside world, ensuring that arbiters and our patients can be certain of our quality of care.

More simply put, clinical governance is the umbrella under which we can provide the best care possible for our patients. It is a structural framework that incorporates all the steps necessary to make the system more patient friendly. It is a cyclical process that once established can help to identify the decisive factors for the quality of patient care. When asked by one of my trainees when the mechanisms of clinical governance ensure in everyday practice, my answer was, “In a patient-centred practice it never stops”. It starts as early as the patient first contacts a practice or a hospital and encompasses the entire health care scenario, starting with welcoming and managing a new patient, ensuring his or her safety on our premises and advising him or her about all aspects of treatment. This combination is all about our transparency to the outside world, ensuring that arbiters and our patients can be certain of our quality of care.

While accountability and improvement have been at the forefront of health care systems for quite some time, there is probably no other time in history when the relevance and importance of these have been more advocated. Learning from our shortcomings and improving our health care system towards better patient care is the goal of clinical governance. I refer to it as the democracy of the health care system, in which all members of the health care team have the right to bring about positive changes.

Accountability and learning from self-criticism forms the basis of clinical governance, which provides the framework for taking all steps necessary to make the system more patient friendly. It is a cyclical process that once established can help to identify the decisive factors for the quality of patient care. When asked by one of my trainees when the mechanisms of clinical governance ensure in everyday practice, my answer was, “In a patient-centred practice it never stops”. It starts as early as the patient first contacts a practice or a hospital and encompasses the entire health care scenario, starting with welcoming and managing a new patient, ensuring his or her safety on our premises and advising him or her about all aspects of treatment. This combination is all about our transparency to the outside world, ensuring that arbiters and our patients can be certain of our quality of care.

Through research and development, the steps necessary to make the system more patient friendly. It is a cyclical process that once established can help to identify the decisive factors for the quality of patient care. When asked by one of my trainees when the mechanisms of clinical governance ensure in everyday practice, my answer was, “In a patient-centred practice it never stops”. It starts as early as the patient first contacts a practice or a hospital and encompasses the entire health care scenario, starting with welcoming and managing a new patient, ensuring his or her safety on our premises and advising him or her about all aspects of treatment. This combination is all about our transparency to the outside world, ensuring that arbiters and our patients can be certain of our quality of care.

Audit is an indispensable part of clinical governance, as it allows the system to self-analyse and induce changes, if necessary, that is, we make improvements and then re-audit. Once this cycle has been initiated, it will become a continuous process of analysis and improvement. The prime feature of this system is that the whole process is self-sustainable once the system has been implemented. The checks and balances in the system will keep it going and evolving.

The process of clinical governance is quite well established in the Western world, but it is time that this essential system of health care delivery become established in developing economies. After all, it is all about the patients: it is to ensure their continued good care that we study intensely and pursue professional development.

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Dr Kashif Hafeez

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