

## Service Level Clinical Excellence - Minimum Requirements

Clinical Excellence Group	Multidisciplinary Regular meetings Minutes recorded Monitor Actions Register/complaint response/ Report out to Starship Clinical Excellence Governance Group	template developed
Mortality and morbidity meeting	Multidisciplinary Regular meetings-or attend with other services Standardised format, minutes recorded Summary of activity to be included in Clinical Excellence Governance report Actions into Action Register	template developed
Adverse Event Review Process	Established mechanism to review adverse events (including near miss) Case/System review process available Actions into Action Register	
Patient Experience Process	Report good and bad experience Linked to Adverse Event review process where relevant Reported up to Clinical Excellence Group	
Outcome measurement	Development of some clinical outcome measures At least some related to planned performance improvement Reported in Dashboard	
Dashboard	To be developed with Erin Lally	
Actions Register	As noted above	
Public Noticeboard	Presence of a public noticeboard that displays current activity and some metrics of relevance to patients and families	