



Government of **Western Australia**  
Department of **Health**

# The Power of Safety & Quality Workforce Capabilities Lies with You



[health.wa.gov.au](http://health.wa.gov.au) Classification: Official



# Investing in you



Your work is highly skilled. You work in a complex and demanding environment to deliver compassionate care.



Building Safety and Quality (S&Q) capabilities is about equipping you with the knowledge and skills to improve patient care in your daily work.



Growing a safety culture embeds that “patient safety is everyone’s business”. In healthcare delivery we all need to be focused on high reliable systems, that support safe quality care.



We are fostering a system-wide safety culture grounded in courage, innovation and education that supports you in your career.



To foster this, we present to you the Healthcare Safety and Quality Capabilities Framework.



# S&Q Capabilities: One strong workforce

The WA Health S&Q Capabilities Framework outlines the knowledge, skills, abilities, and behaviours required by healthcare staff to improve S&Q of their everyday practice.

**There are six core capabilities needed to deliver safer care.**

<b>Contribute to high reliability</b>	Use techniques such as safety huddles and morbidity & mortality reviews. Use communication tools like CUSS – I am concerned, I am uncomfortable, this is a safety issue!
<b>Manage clinical incidents and risk</b>	Discuss and learn from clinical incidents and report into Datix CIMS, including near misses. Complete the S&Q Capability Essentials eLearning Pathway.
<b>Recognise &amp; manage individual performance factors</b>	Learn to recognise your emotions and those of others – are they stressed, are they overwhelmed? Read about cognitive bias and how it influences your decisions.
<b>Uphold a safety culture</b>	Learn from mistakes and don't assign blame. Discuss what matters most to patients to understand what their needs are. Practice open disclosure.
<b>Utilise improvement methodologies</b>	Complete the Introduction to Improvement Science eLearning course. Think about how you can make your work safer and more effective. Consider participating in an audit or QI project.
<b>Utilise system thinking</b>	Think about how your work affects the patient journey and how you can improve it. Maintain good working relationships outside of your own work area to make the patients' journey smoother.

# Developing the S&Q Capabilities

## Foundational



I am ready to learn

What is our shared role in healthcare safety and quality?

- Foundations of Healthcare Safety and Quality** eLearning

Awareness

- For ALL staff

## Intermediate



I am learning to lead

What are the tools and skills I need in my role?

- Introduction to Improvement Science** eLearning and downloadable resource
- Readiness to Lead for Safety and Quality** eLearning and downloadable resource

Understanding

- The next step for more senior staff

## Adept



I am ready to lead

How do I lead and engage others in safety and continuous improvement?

- Leadership Masterclasses**
  - Available via the Institute for Health Leadership (IHL) and your local health service

Application

- Skills for Team Leaders and Managers

By building  
**YOUR S&Q**  
capabilities,  
together we  
can:



Enhance Patient Safety



Reduce risks and improve patient outcomes by applying S&Q principles into our daily work.



Have consistent standards of care across our organisations.



Improve career options by building skills that help you to advance and be promoted.



Develop effective leaders in your team, in your dept, in your hospital/organisation.



Have a culture of safety that keeps building a positive working environment.



Have a stronger safety culture that helps in retaining high quality staff

# For more information, please refer to:

[Healthcare Safety & Quality Capabilities Framework](#)

**Contact:**

Patient Safety and Surveillance Unit

Email: [PSSU@health.wa.gov.au](mailto:PSSU@health.wa.gov.au)



health.wa.gov.au

*The Department thanks the Royal Perth Bentley Group for sharing the 'Take 5' education concept.*

Developed by: Safety and Quality Workforce Capacity & Capability Program

Date developed: 11 March 2026

Endorsed by: Recommendation Advisory Group (SHR 23)

