A healthcare quality management system underpinning the 3-E model and its application in a new tertiary hospital in Australia
6. Conclusions

Opportunities and challenges coexist in developing capacity, capability and culture in quality improvement in a new hospital. Embedding clinical audit improvement into everyday practice involves the establishment of appropriate governance structure, processes, extensive education and training and developing trust and collaborative relationships with departments and staff at all levels. The availability of a quality management system like GEKO is very useful to make QI accessible to all staff.

Education and training is an effective strategy for engagement. Support must be authentic, in a non-threatening manner. Leadership remains the key for ongoing development of a culture of continuous improvement in the organisation.