



August 2010

VHQA Newsletter

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President's Report

Welcome to the August/September issue of our VHQA Newsletter. I hope you are continuing to enjoy the Newsletters and are gaining some valuable information from them.

Our regular education sessions have continued since our last publication. We had a great day in July at The Alfred. Dr Cathy Balding was our guest speaker. She gave a presentation titled: "Safety and Quality: getting it done without doing it all". The presentation was held on Friday afternoon 30th July. It was extremely well attended and the evaluations suggest that it was well received with a lot of very positive feedback provided. Details of the Evaluation are included on page 3 for you information.

We must thank the staff of the Centre of Research Excellence in Patient Safety (CREPS) for their assistance in the planning and management of the session. Their experience in organising these types of functions was invaluable. Particular thanks to Catherine Pound and Sue Evans for their work to ensure the afternoon ran smoothly.

I am sure many of our members will be making the trip over to Perth for the AAQHC Conference. If attendance at the conference stimulates new ideas for sessions, or motivates you to become a presenter yourself, please contact a member of the committee. Your suggestions and involvement will be gratefully received. We have received a number of suggestions on the evaluation forms. They will all be considered by the Education Committee in our future planning.

Plans for further sessions, both later this year and into next year, are being developed and ideas and speakers being considered. It is very important to us that we address the needs and wants of VHQA members and we will endeavour

to achieve this by sourcing relevant, informative speakers. Our next education session will coincide with the AGM on Friday 29th October. Initial plans are for a full day including three speakers discussing Clinical Governance and Risk Management.

The AGM will also involve the election of some new Committee members. I ask members to consider becoming a member of the committee. It provides an opportunity to be involved in promoting quality and safe health care across Victoria. Next year will include the extra challenges and rewards of being involved in assisting with the planning and management of the AAQHC National Conference to be held in Melbourne.

Please feel free to contact myself or any other committee members if we can assist you in any way or with queries about what being a committee member involves. Our contact details are available on the website www.aaqhc.org.au when you select the Victorian network.

Regards

Belinda Westlake

President



Important membership fact **VHQA & AAQHC have a reciprocal membership agreement.**

This means that a member of AAQHC, who resides or works in Victoria, has automatic membership of VHQA, and therefore access to the membership benefits of both.

Welcome new committee members

VHQA is pleased to welcome two new members to the committee

Karen James

Karen returned to working in the health sector in 2009 after 3 years working for a government department. She has worked in quality related roles since 2001 and in nurse management roles prior to that. What difference did she find on her return to health? "I was really pleased to see the reduction of pressure and falls related injuries. These improvements have made such a difference to client outcomes and to the workload of nurses." After years of commuting, Karen is enjoying working locally at Hepburn Health Service in central Victoria where she is Quality & Risk Manager.



Michelle Oliver

Michelle has worked in a variety of healthcare settings in clinical, educative and management roles for many years. Most recently her roles have involved quality management and leadership. She finds this area both challenging and exciting as it facilitates and drives activities that monitor and improve safety and quality of care, but also provide opportunities to inform and influence positive changes in healthcare. Michelle joined the VHQA committee in June this year and is eager to contribute to the important role the Association plays in networking, educating and mentoring clinicians and managers in the area of quality and safety.



*Hard work
spotlights the
character of people:
some turn up their
sleeves, some turn
up their noses, and
some don't turn up
at all.*

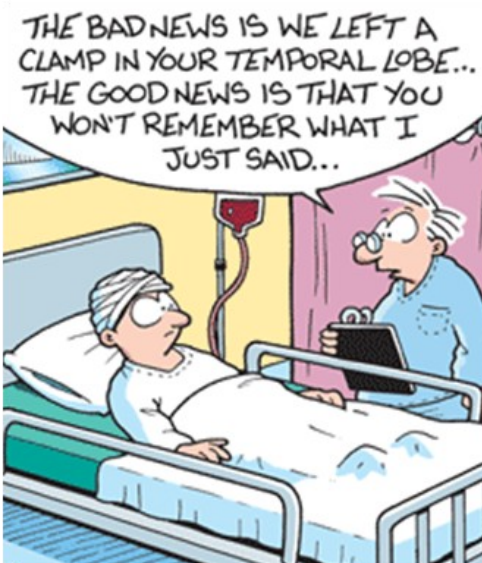
Sam Ewing

Next education session to be provided by VHQA:

When: Friday 29th October 2010

Topic: Clinical Governance and Risk Management

Venue & time to be confirmed



Upcoming conferences related to Quality in Healthcare

- Change Champions: Patient Centred Care Seminar
 - 2nd - 3rd September 2010, Novotel Brisbane
- IIR's Clinical Audit Improvement Conference
 - 13th - 14th September 2010, Hilton on the Park Melbourne
- National Forum on Safety and Quality in Health Care
 - 25th - 27th October 2010, National Convention Centre Canberra
- 2nd International Evidence Based Healthcare Conference
 - 27th - 29th October 2010, Adelaide Convention Centre
- Recognising & Responding to Clinical Deterioration: Solutions for Safer Care Conference
 - 8-9 November 2010, Stamford Grand Hotel Adelaide

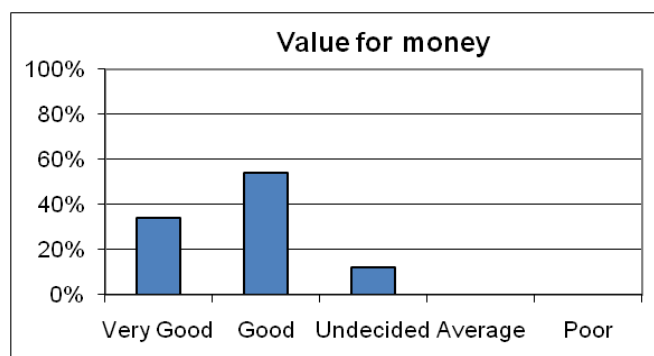
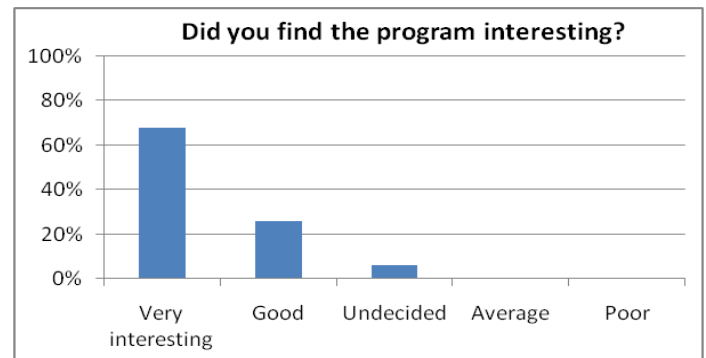
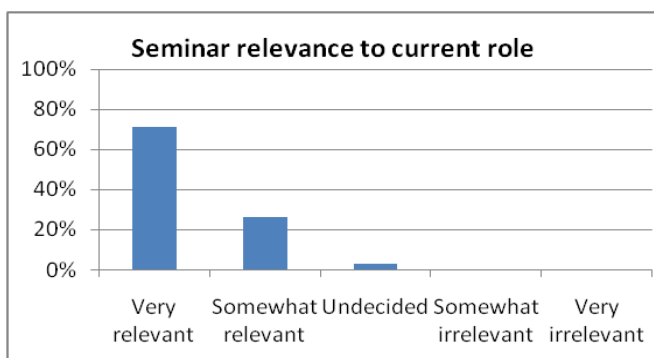
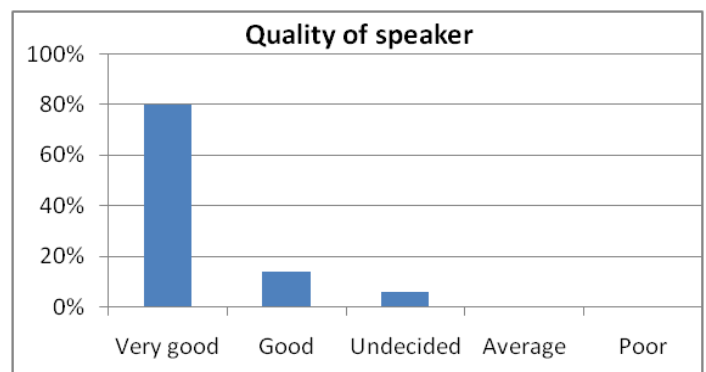
July VHQA Education session

August 2010

Participants attended VHQA's August education session, from a range of disciplines. People working in patient safety & quality manager roles made up the majority.

The session "Safety & Quality: Getting it done without doing it all" was presented by Dr. Cathy Balding. Cathy discussed the role of the quality manager in healthcare and provided practical advice as to how quality managers can engage and empower others in their organisations to actively participate in quality & safety programs. Notes from the presentation are available at <http://www.crepatientsafety.org.au/seminars/>

All attendees were invited to provide feedback regarding the session and suggestions for future education sessions. Overall satisfaction with this session was very good, as depicted by the following graphs.



Written comments included:

- Friday afternoon was a killer - particularly for those who travelled distances
- Interesting discussion thank you
- Thanks - resources, questions references all useful and inspiring
- Afternoon tea would be nice. Venue difficult to access in city
- Ran out of water for tea, ran out of juice, no water. Cathy Balding brilliant
- Have complete slides printed please.
- More gap intervention - lots of expertise in the room i.e sharing with your field - aged care, acute nursing or a 5 minute break to network in between
- Would appreciate a copy of the complete slides on the day. A lot of text missing. Ran 25 minutes late.
- Need to be clearer about the pitch - this one was directed at quality managers and the acute sector - somewhat alienating for others who are in providing and planning high quality services

Suggestions for future education sessions included:

- Quality for beginners to co-ordinating role/ Gap analysis
- Effective risk management - can it be simple?
- Improving quality systems how do we best evaluate what we are doing? What can we learn from others who do it well.
- Accreditation and how it fits in with QI.
- Measuring for QI - using appropriate tools
- Consumer engagement strategies
- I'm new to this role - all tips welcome - especially about getting out and about and meeting people

The Victorian Patient Satisfaction Monitor (VPSM)

August 2010

VPSM surveys adult inpatients of Victorian public hospitals. The VPSM is managed within the Department of Health by a full-time project officer, a position that I have held since January 2008. Currently the implementation of the VPSM is contracted to UltraFeedback.

The survey first began in September 2000. Since then it has undergone several improvements and now includes sub-acute health services and maternity patients. Currently a pilot program for an Emergency Department survey is underway. Nearly all of Victoria's public hospitals participate in the VPSM with the exception of the Royal Children's Hospital and a few small services with insufficient numbers of eligible patients.

The VPSM comes under the strategic policy of *Doing it with us not for us*. The policy grew from the Victorian Government's commitment to involving people in decision making about health care services and the need for a strategic policy to guide consumer, carer and community participation processes.

How it works

Before the 10th of each month hospitals send the names of all eligible patients who have been discharged in the preceding month to UltraFeedback. The names are checked, a random selection is made

and surveys are posted. After two weeks, if the survey hasn't been returned, a reminder is sent. At the end of the six month survey period UltraFeedback sends the unique identifiers for each patient's admission to the Department of Health. This is matched to the Victorian Admitted Episode Data (VAED) which provides additional information about the patient, including age group, sex, indigenous status, interpreter requirements, and if the admission was same day/overnight and acute/subacute. Sometimes the data cannot be matched and the hospital will be emailed a request to see if they can match the unique key with the necessary patient details.

On-line reporting was introduced in 2008 and this provides faster access to data and the opportunity to undertake further analysis of results. Your hospital Quality Manager will have the log-in codes for you to see the online reports. In 2009 patients were given the opportunity to respond on-line for the first time and about 6% of respondents have taken up this opportunity. This also means that hospitals can see responses faster.

Summaries of results are sent to hospitals every six months and are known as 'Wave reports'. Wave 18 will be sent out in October 2010.

www.health.vic.gov.au/patsat/

*They may forget
what you said. But
they will never
forget how you
made them feel*

Carl W. Buechner.



This year's AAQHC conference will be held in Perth. The conference theme is **Back to the Future – unlocking the potential**. This is a fantastic opportunity to network with peers and keep abreast of the latest developments in safety and quality in health care.

This Conference is the premiere event on the Australasian Safety and Quality in Health Care calendar and will appeal to all clinicians and managers from acute hospitals, aged care and primary care who are interested in providing safe, quality care to patients and their families.

The AAQHC 2010 Conference will focus on continuing to improve the state of health care by reflecting on interventions that have been implemented in the past, strategies that are currently being utilised and ways in which we can use them more effectively as well as introducing new and innovative yet proven strategies to further improve health care.

This unique event provides you with an opportunity to share concerns, explore solutions, celebrate successes and look to a future of bold initiatives. High-profile keynote speakers will empower you with their innovative and compelling research, theories and experiences. Interactive skills development workshops will help you find solutions to quality and safety in a challenging health care environment.

Further Information

For further information please contact the Conference Managers aaqhc2010@arinex.com.au

YOUR NEW PACEMAKER RUNS ON
ADVANCED SHAREWARE TECHNOLOGY...
IF YOUR INSURANCE COMPANY DOESN'T PAY
IN THIRTY DAYS, IT STOPS WORKING...



INTERNET-INFLUENCED MEDICINE



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Additional committee members contact details available on the Victorian Network link via the national website at aaqhc.org.au

WE'RE ON THE
WEB AT

aaqhc.org.au

Victorian local network

CLINICIANS HEALTH CHANNEL – ACCESS TO RESOURCES



By EBSCO Australia

In the March issue of this newsletter, we provided some background to the Clinicians Health Channel (CHC) online health resource. In this article we would like to outline the various access options for eligible users:

- **Onsite** at your Department-funded workplace, where IP access is provided seamlessly without additional registration.
- **Offsite** anywhere around the world where you have access to the web, using a personal username and password for which you have registered and been validated.
- Selected CHC resources are available in versions that can be accessed via **mobiles**, and from **PDA**s after you have completed appropriate registrations for these.

The CHC Home Page is available at <http://health.vic.gov.au/clinicians/>. From here, **Quick links** give you fast track access to each individual resource. Onsite IP access is provided to specific resources without further authentication by clicking the link marked Onsite Use (via IP). If using the CHC offsite, click on the Athens Login link to be redirected to an Athens Authentication Point where you enter your Athens Username and Password to be automatically redirected to the selected resource. You do not need to login again to access other titles during the same Athens offsite session, but you will be timed out if your session is inactive for 8 hours.

Athens offers a **MyAthens** facility - an individualised Athens account for each CHC user. *My Athens* offers provides a downloadable toolbar that retains your login information and quick links to Athens CHC resources, and gives you the ability to store favourite frequently used resources for quick access. The screenshot below shows how the *MyAthens* portal might be set up:

You can apply for an Athens username and password via the **self-registration form** on the CHC Home Page. You need to supply the **email address** issued to you by your Department-funded employer (to which your username and password will be sent) and your Departmental or funded agency **Employee ID number**. Having these details at registration will mean Athens access will be available to you within minutes; if you cannot provide these details, your registration will be rejected and an alert page will direct you to contact the CHC Help Desk. You are also able to set your own password, but the username protocol is set by Athens for security purposes.

PDA accessible resources require an initial separate registration to download each resource. The CHC Home Page has links to register for PDA access, whether on- or offsite. After you click the appropriate Register for PDA access link, you will either be directed to registration form to complete along with instructions to download the resource on your hand-held, or to the CHC Help Desk who will assist with activating access and give you instructions how to download the resource to your hand-held device. By supplying your e-mail address during the registration process, you will be able to be automatically notified when a resource update is available to download.

Following these procedures, you will have your access set up and you are ready to go! You may now want to move from the Quick Links on the CHC Home Page to the A-to-Z Listing of the 1,141 reports, books, journals, and other information sources accessible from the CHC, and we will write more about those options in the next issue of the VHQA Newsletter.