



# VHQA Newsletter

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### **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.

## President's Report

Welcome to our May/June newsletter. We have received some very positive feedback about the new-look newsletter. I hope you continue to enjoy them.

Since our last newsletter we have held a very successful education session at Cabrini Malvern. We were fortunate enough to secure Dr Alan Wolff as our main speaker, supported by our new mentee committee member, Karina Finch.

Dr Wolff gave an interesting explanation of the path toward Quality followed at Wimmera Health Care Group. This included information about the origins of the LAOS program, something that many of us have experienced. It's always reassuring to hear that no matter how mature an organisation's quality program we share many of the same trials and tribulations in organisations that are just getting started. Dr Wolff had some great suggestions and examples of successfully getting clinician support across the Organisation. We were also fortunate to have some signed copies of his book: "Enhancing Patient Care" for sale.

Karina provided us with an example of how establishing performance indicators and setting up a benchmarking group can actually work. She explained the process followed at Swan Hill District Health and some of the rewards and outcomes already achieved. This was a great example of how to establish a benchmarking network and use performance indicators to improve quality.

We finished the afternoon with a networking session and an opportunity to meet others in similar roles and have a chat. Thanks must go to Mary White and the Cabrini staff for making us extremely welcome and for the outstanding catering services.

Jacqui Hennock did a wonderful job of organising registrations both prior and on the day and gathering up the evaluations. You will find more details of the feedback in this newsletter but in summary, it was a huge success!

The Education committee has been working hard to come up with ideas, potential presenters, venues etc to make sure that we maintain a high standard in the Education sessions that we provide. If you have any ideas, suggestions or would like to present yourself, please contact a member of the committee. Your suggestions will be gratefully received.

You may be aware that there was a link provided to a members' survey in the last newsletter, We received some useful information through the survey but continue to encourage input and feedback from our members, so have provided the link again this newsletter. We want to meet your needs and to do that we need you to let us know what you want.

Please feel free to contact myself or any other committee members with suggestions or if we can assist you in any way. Our contact details are available on the website [www.aaqhc.org.au](http://www.aaqhc.org.au) when you select the Victorian network.

Regards

*Belinda Westlake*

Belinda Westlake

President



# PROMPT

## PROtocol Management & Production Tool



The PROMPT system is a web-based document management system designed by medical specialists specifically for the Health sector.

**What it does :** Prompt provides a single point of entry for easy access to any health organisation's policies and guidelines enabling staff to perform their role in a safe and effective manner. They can use PROMPT just for their own organisation, or make their policies available to the full PROMPT user network.

**Searching on PROMPT :** Every user can search their own organisation, and if given permission, also search across all other user organisations for research, guidance, best practice and general information to value add to their own policies. PROMPT provides a list based on match strength – if the searched phrase is in the title, this will be at the top, or used multiple times in the body of the document, towards the top or if only once, towards the bottom.

**Document Control :** Each document is auto-allocated a unique identifier which then has full audit trail of who loaded it, who changed it and when is it due for review. Users can be given a range of powers from view only to full system control.

**Technical set-up :** Prompt offers secure, central document storage via internet with access via icons on desktops and an in-built disaster recovery set-up.

If you would like further information about PROMPT, please contact one of the VHQA committee members.

## Benefits of VHQA membership

- \* Mentoring and advice from experienced quality professionals
- \* Opportunity to have works published in VHQA newsletter and AAQHC journal
- \* Access to ISQuA journal & other valuable resources such as the IQ e-newsletter
- \* Reduced fees to VHQA education sessions and national conference
- \* Ability to achieve Fellow or Associate Fellow credential

**Are you a Quality Professional  
who completes surveys?**

Please take a few moments to complete the membership survey available at the link below.

This will help us understand the information and services our members want.

<http://www.surveymonkey.com/s/WXD7TKY>



# April VHQA Education session

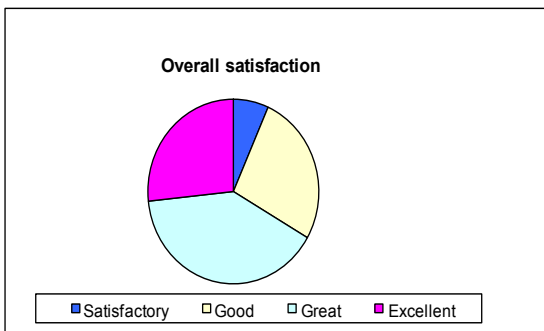
May 2010

VHQA's first education session for 2010 registered more than 40 participants. It began by featuring Dr Alan Wolff, an experienced health professional and author of "Enhancing Patient Care: A practical guide to improving quality & safety in hospitals". Many of the concepts, trials and triumphs that he spoke of are also outlined in his publication, available via the Wimmera Health Care Group's website. Karina presented information on a program developed locally, which provides benchmarking opportunities for a number of peer group hospitals for dialysis patients.

All attendees were invited to provide feedback regarding the presentations and relevance to their role. Overall satisfaction was very good, as depicted in the following graphs. Satisfaction with the venue and catering were also sought, again being very positive.

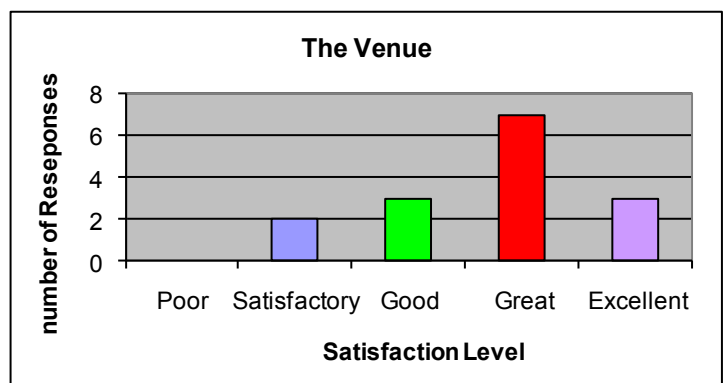
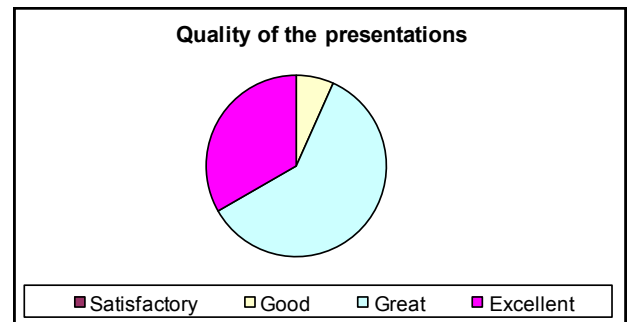
Further education sessions are currently being planned. If you would like to make any suggestions, please contact one of the committee members.

Alternatively, complete the member survey, available at <http://www.surveymonkey.com/s/WXD7TKY>



### Written comments included:

- Did start late, Well done thank you
- 1st presenter demonstrated clarity of vision/understanding of the Q&S principles and the need for focus/communication to sustain commitment. Clear power point presentation linked well to oral presentation
- Motivating and very timely presentation. Great to know it is unrealistic to expect perfection but 'ok' to be committed to making a difference through the application of clinical governance principles
- Good use of limited time available. 2nd presenter showed that you can make a difference and dedication/enthusiasm and good communication and a willingness to grow and develop through constant monitoring/evaluation of data
- Interesting session
- Started very late



The VHQA committee would like to thank Mary White, and the staff from Cabrini Health for the use of their venue, and for the delicious food and drink they provided for our networking session.

## Patient Centered Care

Considered a radical concept not so long ago, patient-centered care is now considered a core component of healthcare. In fact safe, accessible, high quality care is fundamental to patient-centered care.

The literature suggests that even minor changes towards patient and family-centered care are associated with improved clinical outcomes, increased patient loyalty & safety, and is linked to higher employee satisfaction. Other evidence suggests that clear collaboration in care planning results in fewer unwanted and unneeded procedures and treatments.

Organising the delivery of health care around the needs of the patient may seem like a simple and obvious approach, however the task of redesigning care to be more patient-centered is complex. Fundamentally, patient-centered care is about organizational culture change, which requires a long-term commitment, alignment of an organization's values, strategies and structures, and engaging the hearts and minds of those you work with and care for. It is about examining all aspects of the patient experience and considering them from the perspective of patients versus the convenience of providers.

Core concepts of patient-centered care, according to the Institute for Family Centered Care are **respect & dignity** for patient and family perspectives and choices; **information sharing** with patients and families; patient and family **participation** in care and decision making; and **collaboration** with patients and families in developing, implementing and evaluating care and services.

Berwick (2009) suggests examples of how patient centred care may look include:

*A patient is an individual to be cared for, not a medical condition to be treated.*

- Hospitals would have no restrictions on visitors, the only restrictions chosen by and under the control of the patient
- Patients would determine what food they eat & clothes they wear, to the extent that health status allows
- Patients and family members would participate in medical rounds
- Patients and families would participate in the development of health care processes and services
- Medical records would belong to patients and clinicians would need permission to access them
- Patients physically capable of self care would have the option to do so, in all situations

*The Picker Institute*

There are an abundance of resources and tools available to guide your organisation in introducing or enhancing Patient-Centered Care practices. A selection are listed below:

- The Picker Institute - <http://www.pickerinstitute.org>
- Planetree - <http://www.planetree.org>
- Agency for Healthcare Research & Quality - <http://www.ahrq.gov>
- Institute for Family Centered Care - <http://www.familycenteredcare.org/>
- Institute for Healthcare Improvement - <http://www.ihl.org/ihl>
- National Quality Forum - <http://www.qualityforum.org/>



“Its bad news – your illness isn’t one of our performance targets.”

## VHQA Member Survey results

An online link to a member survey was provided in the March edition of this newsletter. The purpose of this survey was to gather information about additional services or education sessions that members would like VHQA to provide or consider in future.

The response rate was less than anticipated, however a number of common themes were identified.

To receive information on safety & quality issues, education, support from quality managers, local support for credentialing, and access to journals and resources were common reasons for members joining VHQA.

No suggestions were provided for additional services that would be of benefit, however more activities provided in regional centres was highlighted as a way to increase the benefits of VHQA membership.

The newsletter was reportedly beneficial to all, in varying degrees, with positive comments on the new look newsletter recorded.

Suggestions to encourage submissions in future newsletters included discounted future education sessions and more time in the day!

A number of topics of interest for inclusion in the newsletter were suggested, including regional round up information, other organisations experiences and frustrations, and quality achievements.

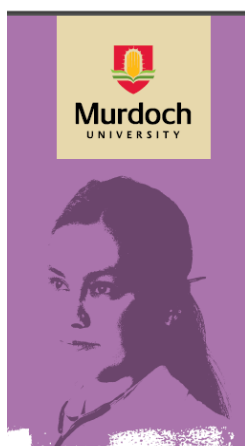
In addition a range of suggestions for future education sessions were provided, such as:

- Research
- Patient safety topics
- Innovation
- Change management
- Experiences from other quality professionals
- "Hot topics"
- Change initiatives

The survey is still available should members wish to record their ideas. The survey tool can be accessed via <http://www.surveymonkey.com/s/WXD7TKY>

*"The great thing in the world is not so much where we stand, as in what direction we are moving."*

*Oliver Wendell Holmes*



## Master of Health Management, Quality & Leadership

Enrolments are now open for next semester for the Master of Health Management Quality and Leadership. Join students from across Australia and New Zealand. Feedback indicates this course is highly relevant to professionals interested in safety and quality, responsible for accreditation or aspiring to management roles.

This course is also recognised by AAQHC as part of its credentialing program. VHQA also supports this course through offering a book prize to a Victorian student with the highest marks for the semester.

**For admission enquiries please contact Robert Laing on 08 9582 5556**

**For course content enquiries please contact Sandy Thomson on 040 700 8289**

## Upcoming conference

Review of in-hospital deaths is an integral part of good clinical practice. Audit provides the opportunity to learn about and improve practices and processes of care. Despite widespread recognition of its importance, there remains no 'gold standard' approach to conducting mortality review. The NHMRC Centre of Research Excellence in Patient Safety (CRE-PS) is running a seminar titled "Reviewing in-hospital mortality" on Thursday 24th June at the Royal Children's Hospital in Melbourne. In this seminar we will hear a range of views about how to undertake an effective mortality review from a range of leaders in both acute health and forensic medicine.

The keynote speaker at the seminar is Dr Raj Behal via videolink from Rush University Medical Center in USA. Other speakers include Prof Rick Iedema (Uni of NSW), A/Prof David Ranson (Vic Inst of Forensic Medicine), Dr Claudia Retegan (Vic Audit of Surgical Mortality), Dr Graeme Duke (Northern Hospital), Dr Anna Barker (Monash), A/Prof Ian Scott (Qld Health), A/Prof Caroline Brand (Melbourne Health) and Ms Marg Way (Alfred).

The registration fee is \$165 per delegate and further details are available on the website <http://www.crepatientsafety.org.au/>.



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WE'RE ON THE  
WEB AT

[aaqhc.org.au](http://aaqhc.org.au)

Victorian local network

# Registration for the 8th Australian Conference on Safety & Quality in Health Care is now open.

To find out more about the conference visit [www.aaqhc2010.org.au](http://www.aaqhc2010.org.au).



The **Australasian Association for Quality in Health Care (AAQHC)** is pleased to be hosting the 8th Australasian Conference on Safety and Quality in Health Care. This Conference aims to support and encourage safety and quality within the health care industry and has already confirmed the Australian Commission on Safety and Quality in Health Care as a Platinum Sponsor.

The Conference will be held in the magnificent city of Perth in Western Australia, which is sure to inspire and excite the celebrate Conference theme of **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. A range of local and international speakers will present an innovative program of plenary sessions, invited papers and workshops exploring the major issues affecting health care quality and safety.

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.

## Who Should Attend?

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. A range of local and international speakers will present an innovative program of plenary sessions, invited papers and workshops around the theme of "Back to the Future" examining the major issues in this vital topic.

## Further Information

For further information please contact the Conference Managers [aaqhc2010@arinex.com.au](mailto:aaqhc2010@arinex.com.au)

## Address for Communications

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