



December 2010

VHQA Newsletter

President's Report

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Hi Everyone and welcome to the "Silly Season". This year has certainly flown by and we have reached our final newsletter for 2010. It is also the first newsletter received from our new VHQA Management Committee. I take this opportunity to thank you for your support throughout 2010 and look forward to an exciting and very busy 2011.

Following our Annual General Meeting on 29th October 2010 we have a new Executive on our Committee for 2011. The Executive include:

President: Belinda Westlake FAAQHC

Hon Secretary: Karen James

Treasurer: Michelle Oliver

Immediate Past President: Dot Humphrey-Lesque

Vice President: Sue Evans

Public officer: Sue Evans

Council Representative: Dot Humphrey-Lesque

Policies and Procedures: Wendy James

Newsletter: Karina Finch

Membership: Belinda Westlake

Mentor: Dot Humphrey-Lesque

Education committee: Sue Evans, David Smith, Lucy Leiner, Rebecca Smith, Michelle Oliver

We are looking forward to working together throughout 2011 and anticipate that it will be a very busy year with the AAQHC Conference being held in Victoria.

Our year will commence with a strategic planning day scheduled for early-February. I invite any feedback and suggestions from members that will assist us to better meet your needs.

We hope to continue to provide relevant, accessible education programs that are for members throughout the year. We would appreciate your help in identifying appropriate topics and speakers by making suggestions to the Education committee or any members of the management committee. Please let us know about any other things we can do to help support you in your Quality and Safety roles.

We plan to continue to build on our membership throughout 2011 and ask that you encourage your colleagues and associates to become members. A larger membership will allow us to provide greater services to our members across Victoria with access to more presenters and a wider range of topics.

On behalf of the VHQA Committee I would like to wish you all a very Happy Christmas and a safe New Year and I look forward to seeing you at VHQA functions throughout 2011.

Regards

Belinda Westlake

President



The great HEALTHCARE Challenge!

'ACHIEVING PATIENT-CENTRED OUTCOMES'

October 12 - 14, 2011

Sofitel Melbourne on Collins

AAQHC Conference report

Beautiful Perth, Inspirational speakers and connections with old friends and new who make up a community of people, all passionate about quality in healthcare. Thanks to the AAQHC who responded to my brief application as a new member by providing me with a scholarship through the Victorian branch to attend the 2010 Australasian conference.

I would like to start by mentioning the relief I felt when I bumped into an old school friend who read my name tag and asked me what I was speaking on. "Speaker! Me? Oh I don't think so!" A labelling mistake had occurred, however to be categorised with the calibre of speakers I listened to would be a great life's achievement in the field of Quality.

I would like to mention some of the highlights I experienced during the three day conference. I will of course leave out many as it is impossible to attend all sessions and the content choice is designed to appeal to a variety of interests.

The initial session featuring Professor Rene Amalberti who took us on a melodic journey covering the 4 steps of safety and much more whilst relating healthcare to aviation.

Professor Amalberti was present through many highlights of the conference including the fireside chat with Professor Jeffrey Braithwaite (or was that really Parkinson?) I am a little short sighted but I recognised the music!

The fireside chat at the conclusion to day one was a conference highlight and I can certainly be added to the list of Professor Mary Chiarella's fans as she truly is an inspiration to nurses.

My choice of sessions Monday was the workshop with Bernie Harrison and Bronwyn Shumack, NSW Clinical Excellence Commission. This was a really positive and interactive workshop in which we used practical examples to apply tools for effective communication and clinical improvement. I left with ideas to take back to my workplace, some great references to use and titles for further research.

The Welcome Reception at the end of day one overlooking the beautiful Swan River was a great opportunity to catch up with colleagues from all over Australia and beyond, listening to a great ensemble of young artists.

Tuesday began for "To Death We Learn" through a coronial approach which in all was a great reminder that we are all a team and work from each direction to ultimately improve the health care experience and minimise risk.

I chose to attend The Patient as Partners in Healthcare Quality workshop on Tuesday morning. The workshop had a multifaceted approach. I really appreciated that we had consumers in the room that could share their stories and participate as members of the healthcare team to improve experience for us all. I saw research and reality unite and again took away ideas to share with my colleagues.

*As a manager, all
your power is in your
people.
Your job is enabling
everybody to
contribute to their
fullest.*

CEO Ford Motor Company

The 2011 VHQA Executive include:

President: Belinda Westlake FAAQHC
Information, Quality and Risk Manager
Moyne Health Services
Port Fairy

Hon Secretary: Karen James
Quality and Risk Manager
Hepburn Health Service
Daylesford

Treasurer: Michelle Oliver
Quality Planning & Innovation
Emergency & General Medicine
Eastern Health



AAQHC Conference report - con't

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Dr Dianne Watson was not only a pleasure to listen to in the afternoon but kept me acutely concentrated (following a generous lunch) whilst she linked public reporting to what consumers want as establishing the key success factors to the increase reporting, evaluation and improvement cycle.

I did not attend the diner on Tuesday night but will not let this chance go by again as I would not want to miss what was reported as great food, venue and entertainment. Green frogs and dancing were not mentioned together but I did conjure that picture in my mind.

Wednesday started with two inspiring speakers who have been instrumental in developing quality systems at the highest level. It was such a privilege to listen to both speakers who delivered a glimpse of their complex portfolios in such a common sense and practical manner. It was humbling to experience the intelligence of Major General Paul Alexander and Dr Chien Earn Lee, first hand.

I attended the Project Management Tools session on Wednesday delivered by Maureen Robinson and Sandy Thomson. I was influenced to attend for two reasons. Firstly because I have been involved in project management and know there is always more to learn and secondly because I wanted to listen to Sandy who is a course facilitator at Murdoch University for the Masters of Leadership and Quality Management course which I am undertaking. I will mention that I was inspired to commence this course whilst attending my first AAQHC Quality Conference being the 7th Australasian Conference in Sydney.

I am really excited about the Project Management notes and toolset collection ideas I have gleaned from this workshop which was delivered by two people who live in the world of successful project management.

The final session facilitated by Professor Cliffe Hughes featuring keynote attendees included an apparition of Lord Ara Darzi. Lord Darzi's talked about the three key things to improve Health care: In short -

- Separating Politics and Delivery
- Increasing power of clinicians for accountability to Quality and Safety
- Empowering the consumer so they are well informed to make decisions regarding their healthcare

We look forward to meeting him at the next conference.

Professor Hughes summed up by talking about building a quality machine that will continue to improve delivery of safe and quality healthcare and hoped we would take back the message to younger and less experienced staff to be involved in future conferences and quality leadership opportunities to keep the machine going.

The key message I took from the conference 'Back to the Future – Unlocking the Potential' was. "It is all about the Consumers". It may seem a long way to go for a message that we have always known but I now feel more empowered in ways to deliver it.

The next Conference is in Melbourne 2011. I hope to see you there.

Sue Morrissey

AAQHC Member

Victoria

*You are what you
repeatedly do.
Excellence is not an
event - it is a habit.*

Aristotle 384—322 BC



Left to right, VHQA Committee members Karina Finch & Dot Humphrey-Lesque, with Dr Annette Pantle (AAQHC President) & Michelle Oliver (AAQHC Victorian member) share a glass of wine during the Welcome Reception

October VHQA Education session

The education session held in October, held immediately after the AGM, featured 3 key speakers.

Dr Robert Griffin provided an insight into the critical role good clinical governance plays in ensuring quality and safety. He advised of the need to develop reliable systems to monitor credentials for all staff, not just key clinical personnel.

Nick van Zelst is the Regional Transport Project Co-ordinator at South West Healthcare, responsible for the implementation of the transfer project for the entire Barwon-South Western region. Nick outlined the process undertaken in implementing this project and their results to date.

Samantha Reid, Risk Management Adviser with VMIA provided an overview of VMIA's clinical risk management strategy and Risk Partnership program. Sam also spoke briefly about the new Risk Management Standard - AS/NZS ISO 31000:2009.

Approximately 20 VHQA members attended the education session. All attendees were provided with a link to complete an online evaluation form, with a 40% response rate recorded. 100% of respondents agreed the education session met their expectations in terms of information and learning, and that the sessions were relevant to their current role. An overall satisfaction rate of 75% was recorded. Suggestions for future sessions included developing an audit program, engaging staff, more guest speakers, and more interactive sessions.

If you have a quality improvement project that you would like to share with fellows members, please contact one of the VHQA committee members (contact details on back page).



← Dr Robert Griffin describes why good clinical governance is critical



↑ VHQA President, Belinda Westlake, delivers the Presidents report



Nick van Zelst talks about the Barwon-South Western region transfer project →

Samantha Reid explains VMIA's clinical risk management strategy →



VHQA Values

Responsiveness

Providing high quality services to the Association members
Identifying and promoting best practice
Consulting with members

Integrity

Being honest, open and transparent in our dealings
Using powers responsibly
The actions of the Association match stated intent

Progressiveness

Providing an environment which supports exploration and testing of theories and models
Utilising the wealth of knowledge available within the Association.

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Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution.

It represents the wise choice of many alternatives.

William A. Foster

VHQA offers:

- Experienced Committee of Quality Leaders to support Victorian members
- 3-4 practical education sessions per year
- 3-4 newsletters published for members per year
- Initiatives for new quality professionals
- Local support for credentialing as Fellow or Associate Fellow of AAQHC
- Access to annual scholarships to the peak Australasian quality conference
- AAQHC website provides:
- Access to the ISQua International Journal for Quality in Healthcare
- Access to national members
- Access to the AAQHC chat room
- Active committee of management

Join AAQHC today and become a member of VHQA at no extra cost

Upcoming conferences related to Quality in Healthcare

- Improving Quality & Productivity Centre, Clinical Governance 2011
 - 22nd February 2011, SMC Conference & Function Centre Sydney
- International Quality & Productivity Centre, Australian Healthcare Week 2011
 - 22nd - 24th February 2011, SMC Conference & Function Centre Sydney
- Informa Healthcare, 13th Annual Health Congress 2011
 - 2nd - 4th March 2011, Sydney Harbour Marriott
- Informa Healthcare, Patient Centred Design Forum,
 - 28th - 29th March 2011, Sydney Harbour Marriott
- Total Aged Services, "Melbourne Carex 2011"
 - 6th - 7th April 2011, Caulfield Racecourse Grandstand
- Royal College of Nursing, RCNA National Conference 2011



Try to get some rest. I will be back every few minutes to make sure you don't.

Victorian Quality Council

The Victorian Quality Council is responsible for fostering better quality health services in Victoria by working with stakeholders to develop useful tools and strategies to improve health service safety and quality.

In November 2010 the VQC released the first of a series of quality and safety podcasts. There are six in the current series with the first discussing the TeamSTEPPS® program.

In this first Qualitycast Tina Campbell speaks with Mary Salisbury, a pioneer of the TeamSTEPPS® program in the United States and remains a participating author and designer of the initiative today, and Dave Sainsbury, an Anaesthetist from Women's and Children's Hospital in South Australia. Dave was closely involved in a pilot of the TeamSTEPPS® system in South Australia. Mary and Dave discuss what TeamSTEPPS® is, how it has been received by health professionals, why it works and more.

Other topics in the Qualitycast series include: Inter—hospital Patient Transfer (released), Health Literacy (released), Clinical Leadership (due for release 14 December), Open Disclosure and the Patient Safety Climate Survey.

To listen to the series please visit the VQC website: www.health.vic.gov.au/qualitycouncil/

You can also access and subscribe to the Qualitycast series through iTunes. Simply paste the following link into the iTunes search window: http://www.health.vic.gov.au/qualitycouncil/pub/vqc_qualitycast.xml

The Victorian Quality Council homepage (above) can be located at <http://www.health.vic.gov.au/qualitycouncil/>

'I'm worried that unless we implement rigid protocols to maximise client gratification within acceptable cost/benefit parameters to ensure enhanced margins then we're in danger of missing the point of what Christmas is all about'



Laughter is the best medicine!

Optimist vs Pessimist

A family had twin boys whose only resemblance to each other was their looks. They were opposite in every other way, one was an eternal optimist, the other a doom and gloom pessimist.

If one felt it was too hot, the other thought it was too cold. If one said the TV was too loud, the other claimed the volume needed to be turned up.

Just to see what would happen, one Christmas eve the twin's father loaded the pessimist's room with every imaginable toy and game. The optimist's room he loaded with horse manure.

On Christmas morning the father passed by the pessimist's room and found him sitting amid his new gifts crying bitterly. "Why are you crying?" the father asked.

"Because my friends will be jealous, I'll have to read all these instructions before I can do anything with this stuff, I'll constantly need batteries, and my toys will eventually get broken." answered the pessimist twin.

Passing the optimist twin's room, the father found him dancing for joy in the pile of manure. "What are you so happy about?" he asked.

To which his optimist twin replied, "There's got to be a pony in here somewhere!"



Christmas Cake Recipe - Be sure to read through the method carefully and ensure all instructions are strictly followed.

Ingredients:

1 cup sugar	1 cup dried fruit
1 tspn baking soda	1 cup butter
1 cup brown sugar	1 cup butter
4 large eggs	1 tspn salt
Lemon juice to taste	nuts
1 bottle good quality whiskey	



Method:

1. Sample whiskey to check quality
2. Take a large bowl, check whiskey again
3. To be sure it is good quality pour one level cup of whiskey and drink
4. Repeat
5. Turn on electric mixer and beat butter in large fluffy bowl
6. Add one peastoon sugar and beat again
7. Make sure whiskey is still okay
8. Cry another tup
9. Turn off mixer, break 2 leggs and add to bowl, chuck in cup of fruit
10. Mix in the turner, check the whiskey
11. If fruit gets stuck in beaters pry loose with a screwdriver
12. Sample whiskey again to check for tonsisticity
13. Next sift 2 cups salt or something
14. Sift lemon juice and stir in nuts, check whiskey again
15. Add one babblespoon brown sugar (or whatever colour you can find)
16. Wix mel. Grease oven, turn cake pan to 360 degrees
17. Don't forget to beat off turner. Throw bowl out window, check whiskey and go to bed

Note: A nootle of bum say be substituted for ththree wisskkey. The wesuts rill bill sthe same.....

How do you know Santa has to be a man?

No woman is going to wear the same outfit year after year.

Why is Christmas just like another day at the office?

You end up doing all the work and the fat guy in the suit gets all the credit.

What do you call a chicken at the North Pole?

Lost.

What do you call a reindeer wearing ear muffs?





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Quality Association**

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Secretary (03) 5260 3573

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

The great HEALTHCARE Challenge!
'ACHIEVING PATIENT-CENTRED OUTCOMES'
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Presented by the Healthcare Collaboration →

AAQHC ACHS AHHA RACMA

This exciting new 'Healthcare Collaboration' comprising of: the Australasian Association for Quality in Health Care (AAQHC); The Australian Council of Healthcare Standards (ACHS); the Australian Healthcare & Hospitals Association (AHHA); and The Royal Australasian College of Medical Administrators (RACMA), is working together to bring you an unforgettable conference to be held in Melbourne, from October 12 - 14, 2011.

The conference reflects the challenges of delivering integrated healthcare in the current reform environment, including Governance; Information Management and E-Health; Clinical Leadership; Appropriateness of Care; Safety and Quality and the need for Patient-centred Outcomes.

Who should attend?

This high profile collaborative event will appeal to a wide cross-section of the healthcare industry, across all areas - metropolitan, regional and rural / remote. If you are a manager or a clinician working in Acute Care Hospitals, Aged Care and Primary Care, you will find this conference to be informative and stimulating. Renowned international and Australian speakers will present an exciting and educational program of plenary sessions, invited papers and workshops around the theme "The Great Healthcare Challenge! - achieving patient - centred outcomes".

Visit <http://www.aaqhc.org.au/> to register your interest.

Do you believe in great investments?

Becoming a member of AAQHC automatically provides membership to and support from VHQA committee and members. Join AAQHC today and become a member of VHQA at no extra cost.

AAQHC:

- Provides support and encouragement to individuals and organisations seeking to improve health outcomes for consumers
- Provides a voice on safety and quality issues
- Facilitates opportunities for communication and cooperation as well as exchange of ideas and experiences
- Facilitates and supports ongoing education and development