



VHQA Newsletter

President's Report

Welcome to our mid-year newsletter for 2011. As we mentioned in the previous publication, we are planning to link the Newsletters to the up coming education sessions. This is intended to give members an opportunity to access literature and other information about the topic prior to attending the session or to assist with researching information about current issues.

The committee has been working hard to deliver a relevant, interesting education program for 2011. Our first session was held on Monday 16th of May and examined the topic: Patient/client centered care: how do we deliver it? We had 55 delegates and the day was very successful. Thanks must go to Catherine Pound from CREPS and Sue Evans and Michelle Oliver from the Committee for their efforts in planning and preparation for the day and also to the committee members who assisted to ensure registration and the entire program ran smoothly.

The day for our next Education Session is closing in fast. The topic is: "Tools for Quality/Evaluation" planned for 22nd August at St V's Private in Melbourne. Keep your eyes on the email for the Flier containing the program and details for registration.

The program is looking impressive and as always the cost will be kept to a minimum.

"The great HEALTHCARE Challenge" conference to be held at the Sofitel in Melbourne from October 12th to 14th is approaching rapidly. I encourage members to take the opportunity to attend what will be a brilliant conference at our own backyard! Early-bird registrations close at the start of August so get your registrations in soon.

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.aqhc.org.au when you select the Victorian network.

I look forward to seeing you at our functions for the remainder of 2011

Regards

Belinda Westlake

Belinda Westlake
President



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The great HEALTHCARE Challenge!

'ACHIEVING PATIENT-CENTRED OUTCOMES'

October 12 - 14, 2011

Sofitel Melbourne on Collins

VHQA Committee welcomes 2 new members



Fran Kinnersly



Janine Loader

*The boss drives people;
the leader coaches them.*

*The boss depends on
authority;
the leader on good will.*

*The boss inspires fear;
the leader inspires
enthusiasm.*

*The boss says "I";
the leader says "WE".*

*The boss fixes the blame
for the breakdown;
the leader fixes the
breakdown.*

*The boss says, "GO";
the leader says "LET'S
GO!"*

H. Gordon Selfridge

Fran is currently the Director of Nursing at Moyne Health Services (MHS). She has had fascination in quality management from both a patient perspective and a personal interest. During her time (and differing roles at MHS) she has continued her interest in the role quality plays with the provision of care. She is a member of the PSRAC Executive Committee as well as an active member of the Small Rural Executive Nursing Group.

Janine is currently the Chief Nursing Officer for St Vincents & Mercy Private and has worked in both the public and private sectors of health over the past 25 years. While her background is in Peri operative nursing her recent senior roles include Director of Nursing Mercy Private East Melbourne, and Management roles in Education, Staff Development, and Research. Janine is an Adjunct Professor with ACU and an ACHS surveyor.

Sponsorships to attend the AAQHC conference

Scholarship offers for the payment of the registration to the Great Health Challenge Conference on October 12th – 14th were distributed to all VHQA members last month with a closing date of June 20th. There have been several members apply and these applications are about to be posted to independent judges who will decide the winning recipients who should be known by middle of July. The President, Belinda Westlake, will be in touch with lucky recipients with a registration and payment process in due course. Thanks to those members who applied for the scholarship. VHQA committee members will be pleased to receive an evaluation of the application process and the worth of the conference to the recipient for posting in later newsletters.



"Did I mention the company vehicle and health plan are one and the same?"

It's bad news.

Your illness isn't one of our performance targets



Upcoming conferences related to Quality in Healthcare

- Health Issues Centre - Consumers Reforming Health
 - 18th - 20th July, Melbourne Convention & Exhibition Centre
- Premier Health & Aged Care Expo - Sydney Carex 2011
 - 10th - 11th August, Rosehill Racecourse
- Aged Care Standards & Accreditation Agency Better Practice 2011
 - 6th - 7th September, Hilton on the Park, Melbourne
- VHA Collaboration: The Key To Better Health
 - 22nd - 23rd September, Melbourne Convention & Exhibition Centre

Tools for Quality / Evaluation

Time	Event	Area Covered
0930-0950	Registration	
0950-1000	Belinda Westlake - VHQA President	Welcome
1000-1030	Dr Annette Pantle	The importance of audit and measurement: perspective of a health executive
1030-1115	A/Professor Caroline Brand	Determining what to measure/developing a monitoring framework
1115-1200	Mr. Tom Holman and Mr. Joe Chea	Tools to illuminate the future
1200 - 1240	Lunch	
1240-1300	Ms Karina Finch	Quality measurement in regional hospitals
1300-1330	Dr Sue Evans/Mr. Jeremy Millar	Measuring quality in clinical specialties: the experience of a clinical quality registry
1340-1420	Dr Devi Ranasinghe	Quality measurement in Aged Care
1415-1500	Mr. Stephen Grech	How data and knowledge can be used to influence management and subsequent change
1500-1510	Closing Address	

Dr Annette Pantle is the current President of AAQHC. Annette has previously worked with the NSW Clinical Excellence Commission, and was responsible for the development and implementation of clinical quality improvement projects and programs across NSW Health. Annette currently works with St Vincent's Health Australia.

A/Professor Caroline Brand is a consultant physician specialising in Rheumatology and Associate Director, Centre for Research Excellence in Patient Safety (CREPS), Monash University. Caroline has been a member of the Victorian Quality Council since 2005 and was Chair, Quality Expert Advisory Group for the Royal Australasian College of Physicians between 2006 and 2010.

Mr. Tom Holman is Managing Director of Ultrafeedback, the company responsible for administering the Patient Satisfaction Monitor in Victoria. Tom has been a specialist in customer, employee and patient satisfaction for 20 years. He has a background in education and service improvement consultancy. Tom specialises in research in sensitive health areas and brings strong research experience, coupled with a 'people scientific approach, to all UltraFeedback's projects.

Mr. Joe Chea is a registered psychologist within AHPRA and a member of AMSRS. He has worked extensively in market research, and process improvement and change management consulting. Joe has recently worked on the Victorian Palliative Care Satisfaction Monitor, the Victorian Patient Safety Culture Survey pilot, Olympus Australia and many consumer-focused studies. He leads the research team in process design and improvement.

Ms Karina Finch is the Safety, Quality & Risk Coordinator at Swan Hill District Health. She has worked in a variety of clinical settings and is currently undertaking a Masters in Health Management Quality & Leadership with Murdoch University. Karina has always been very passionate about the provision of safe quality health care and considers this especially important in a small rural town where alternatives are often not available.

Dr Sue Evans is a NHMRC Research Fellow and Associate Director of the NHMRC Centre of Research Excellence in Patient Safety (CRE-PS). Sue has co-authored with Professor McNeil national Operating Principles for Clinical Quality Registries, endorsed by national health ministers and supported by the Australian Commission on Safety and Quality in Health Care. She is the database custodian for the Prostate Cancer Registry, Lung Cancer Registry and the Bariatric Surgery Registry.

Dr Devi Ranasinghe is the principal advisor to DRs Total Quality Management Training Service Pty. Ltd (DRsTQM) which is a business developed to undertake continuous quality improvement and quality education in the aged care sector. Devi is a registered nurse with over 30yrs experience. Her doctorate research subject was 'Monitoring and Measuring the Impact of Continuous Quality in the Aged Care Sector in Australia.' Her devotion to 'aged Care' was recognized when she was announced the winner of 'the Minister's Aged Care Awards for Excellence in Professional Development (Individual) in 2003.

Mr Stephen Grech introduced Lean Thinking business improvement philosophy to Victoria's largest government departments. Stephen leads training and development of internal Lean Thinking capability aimed at reducing non value adding activity and improving the quality of the goods and services they produce. He has a Bachelor of Economics, Black Belt Six Sigma, Certificate IV in Training and Assessment, Certificate of Mastering Export Marketing from the College of International Business, Level 3 accreditation in XeP3 business improvement methodology and a Diploma in Logistics (Lean).

May education session evaluation

55 people attended the education session in May on patient / client centred care, and were provided with an evaluation form to allow us to consider opportunities for improvement at future sessions.

82% of attendees reported the education session met their expectations in terms of information and learning, with 88% of attendees agreeing the sessions were relevant to their current role. Attendees were impressed by the range of speakers and topics, and reported the session had given them lots of ideas to take back to their own organisation. One respondent even reported that, despite them not working in a health care facility, the information provided had value.

94% of respondents felt the education session provided value for money.

A majority of speakers received very positive feedback for their presentations, with Karen Luxford and Beth Wilson receiving particularly high levels of satisfaction with the quality of their sessions. All speakers have been provided with feedback related to the sessions they presented, allowing them to consider changes for future presentations if necessary.

83% of respondents rated the venue as either good or excellent, with the catering recording these ratings from 92% of attendees.

The cold weather had an impact with some attendees reporting they got cold in the lecture theatre at times, and others suggesting some hot food at lunch would have been appreciated. Whilst some reported the venue was easy to access via public transport, others reported parking was expensive. Attendees reported there was plenty of food, and catering staff kept adequate supplies in the room, however provisions for special dietary requirements were overlooked.

91% of respondents rated their overall satisfaction with the education session as either good or excellent, with dissatisfaction linked back to individual presenters rather than the day as a whole.

Numerous suggestions were received for future education session topics. These included:

- Clinical governance
- Leadership
- Consumer participation
- Sessions presented by consumers on sharing of responsibilities
- Patient centered care training practical

Quality means doing it right when no one is looking

Henry Ford

We're coming to Bendigo!!

VHQA's final education session for 2011 will be held in Bendigo on Friday November 11th.

Cathy Balding will be presenting a session on Clinical Governance, whilst a group of local quality professionals will form a panel to discuss the new National Safety and Quality in Health Service Standards. Time and venue to be confirmed.

What's hot in QARM

The main topics of discussion in QARM since March 2011 have been:

- Ongoing discussions regarding the implementation process for the new National Safety and Quality in Health Service Standards and the choice to continue with accreditation against the ACHS standards also in the short term.
- Examples of Patient information brochures on rights & responsibilities requested
- Numerous policies have been sought
 - Consent for medical treatment
 - Relatives of patient's staying overnight in hospital
 - Workplace Drug Screening
 - Use of heat packs, microwavable wheat bags etc



“With swine flu, we need to get the message across to the public that there is no need to panic.”

Quality in Health Care

July 2011

The Quality in Australian Health Care Study highlighted the extent of harm to patients in Australia's health care system in the 1990's and stimulated initiatives to improve the quality, safety, and accountability of patient care. The Australian Council for Safety and Quality in Health Care (ACSQHC) was established in January 2000 as a key national body to drive quality and safety health care reform. A key priority was to increase the use of health care performance measurements to drive quality improvement. This priority was underpinned by evidence that performance measurements are associated with improved quality and safety outcomes. (Brand C. A. et al, 2008. Measurement for improvement: a survey of current practice in Australian public hospitals, *The Medical Journal of Australia*, 189, 1, 35-40).

Given the ever increasing focus on the quality of health care and patient outcomes, there are a large number of resources and tools available to assist in measuring performance to drive quality improvement.

The Australian Commission on Safety and Quality in Health Care was established in 2006 to develop a national strategic framework and associated work program that will guide its efforts in improving safety and quality across the health care system in Australia. You can access a large number of resources on key safety & quality topics via their website at <http://www.safetyandquality.gov.au> Major works to date have covered topics such as [Accreditation](#), [Australian Charter of Healthcare Rights](#), [Australian Safety and Quality Framework for Health Care](#), [Clinical Handover](#), [Credentialling for Health Professionals](#), [Falls Prevention](#), [Healthcare Associated Infection](#), [Medication Safety](#), [Open Disclosure](#), [Patient and Consumer Centred Care](#), [Patient Identification](#), [Patient Safety in Primary Health Care](#), and [Recognising and Responding to Clinical Deterioration](#).

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. The council has completed a range of projects related to key safety & quality issues, with others now in progress such as Clinical Governance, Clinical Leadership in Quality & Safety, Consumer Leadership & Education, and Interhospital Patient Transfer. You can access tools, resources and results on their website at <http://www.health.vic.gov.au/qualitycouncil>

The **Centre of Research Excellence in Patient Safety (CRE-PS)** was established in late 2005 with the objective of developing national research capability and capacity that in turn improve patient safety. CRE-PS designs, conducts, promotes, and promulgates high quality multi-centre research to improve quality, safety, efficiency and effectiveness of health care for Australians. Their work has focussed on 4 main areas, which are [the use of data to monitor quality of care](#), [improving information transfer](#), [reducing medication error](#), and [patient safety](#). Links to information for all work completed is available via their website at <http://www.crepatientsafety.org.au>

The Institute for Healthcare Improvement (IHI) is a not-for profit-organization based in Massachusetts. IHI focuses on motivating and building the will for change; identifying and testing new models of care in partnership with both patients and health care professionals; and ensuring the broadest possible adoption of best practices and effective innovations. You can access a large number of resources on key safety & quality topics via the knowledge centre on their website at <http://www.ihio.org>

The **National Quality Forum (NQF)** is a non-profit organization that operates to improve the quality of American healthcare. The NQF offers information related to measuring performance using a range of recognised tools and strategies, and information about NQF's past, present, and future work around eight topic areas: Patient and Family Engagement, Population Health, Safety, Care Coordination, Palliative and End-of-Life Care, Overuse, Health Information Technology, and Disparities. This can be accessed via their website at <http://www.qualityforum.org>

A large number of books and publications related to quality in healthcare are also available. Some suggested titles are *Enhancing Patient Care: A practical guide to improving quality & safety in hospitals* (2009) by Wolff & Taylor, and *The Healthcare Manager's Guide to Continuous Quality Improvement* (2003) by Leebov & Ersoz. (Please note, these suggestions are in no way an endorsement of the publication by VHQA, simply suggested titles the newsletter author has found useful.)

Quality is never an accident. It is always the result of intelligent effort.

John Ruskin



**Victorian Healthcare
Quality Association**

PO Box 55
East Melbourne, Vic, 8002

E-mail: vic@aaqhc.org.au

Phone contacts:

President (03) 5568 0148

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'
October 12 - 14, 2011
Sofitel Melbourne on Collins

Presented by the Healthcare Collaboration →

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 investment?

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