



# VHQA Newsletter

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### President's Report

Welcome to our October newsletter. This newsletter comes at an exciting time for us with "The Great HEALTHCARE Challenge Conference" later this month. I hope to see a lot of Victorian members there taking the opportunity to hear the range of excellent international and Australian speakers. I look forward to meeting you at social functions or at the AAQHC and VHQA booth.

As we have mentioned previously, we are planning to link the Newsletters to the up coming education sessions. Our next education session is to be held in Bendigo in November and will address the topic: 'National standards: Quality or Compliance'. We have some terrific speakers including Dr Cathy Balding and Jo Bourke. Further information is available in the newsletter and a registration form including details has been emailed to all members.

Education sessions have been a major focus this year and have been well supported. Our most recent session was held at St V's Private in Melbourne. The topic was: "Tools for Quality / Evaluation". We had a very full program with a large number of speakers. The day went very smoothly with a lot of very useful information shared. The evaluation of the session is included in this newsletter.

October is the month that we have our Annual General Meeting. It is scheduled to be held at "The great HEALTHCARE Challenge" conference, at lunch-time (12.30pm) on Thursday 13 October. I encourage any members attending the Conference to bring your lunch to "the Perth Room" and join us for the meeting. If you are unable to attend there will be proxy forms available at the VHQA booth and we would appreciate those being completed to assist with voting numbers.

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.

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

Regards

Belinda Westlake  
President



## 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

# The great HEALTHCARE Challenge!

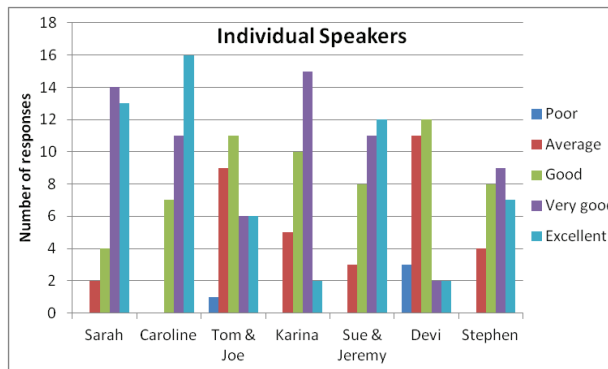
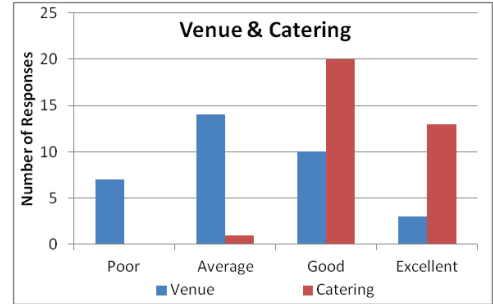
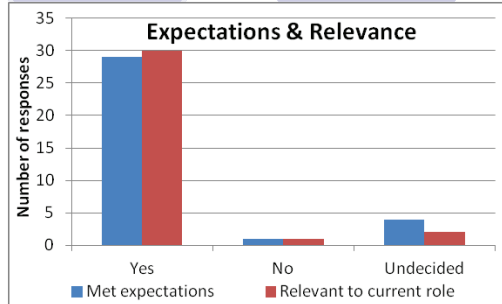
'ACHIEVING PATIENT-CENTRED OUTCOMES'

October 12 - 14, 2011  
Sofitel Melbourne on Collins



# August VHQA Education session feedback

More than 60 delegates attended the August education session which showcased a variety of topics related to evaluation. 34 feedback forms were completed, the responses are represented on the graphs below.



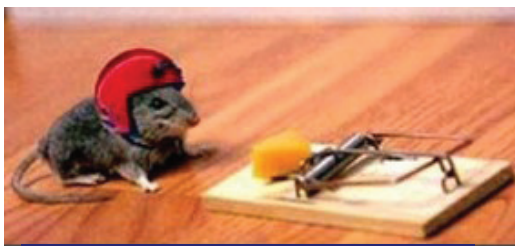
### Suggested improvements included:

- Larger venue, regional locations
- More practical tools, interactive workshops
- Copies of presentations provided on day
- Clearly defined session plans and target audience

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

- Workshops on presentation of data (run charts, statistical charts etc.)
- Options for data presentations to boards
- Engaging doctors in a quality agenda or better yet, engaging doctors to lead quality improvement
- Working across systems/sectors
- More examples of effective process improvement (from the health sector)
- Samples of audit tools and how to implement them
- Interactive workshops would be great
- The data is collected - where to from here?
- Cultural competence in healthcare
- The complaints process
- Clinical handover

*A little risk  
management can  
save a lot of fan  
cleaning*



**Mice know safety!**

### Upcoming conferences related to Quality in Healthcare

- 4th Annual Hospital & Healthcare Security & Safety Conference
  - 24th October 2011, Rendezvous Hotel Melbourne
- Mission: Impossible? Evidence-based & the future of global health
  - 7th -9th November 2011, National Wine Centre, Adelaide
- Embedding Risk Management into Business Operations Workshop 2011
  - 10th - 11th November 2011, Melbourne
- Better Practice Perth 2011
  - 10th - 11th November 2011, Duxton Hotel Perth

# November VHQA Education session

October 2011

**VHQA will be hosting an education session in regional Victoria in November.**

The session will be held at the All Seasons Hotel in Bendigo on November 11th, commencing at 10.30am.

The new national standards add to the challenge Quality Professionals and organisation's experience as they juggle service delivery, continuous improvement, and the requirements of regulator and funding agencies. This education session will consider a number of key points.

- Will the new National Standards improve the quality of care and reduce risk, or will they encourage a minimal compliance mode of thinking?
- How will organisation's transition to the new requirements? Is accreditation under EQUIP5 still relevant?
- How do you get it all done, which remains a challenge for Quality professionals in the field?

The key note speakers for this education session are:

**Cathy Balding** - (Assoc Dip MRA, Grad Dip HSM, MHA, PhD, FCHSE)

- Cathy Balding is the Director of Qualityworks. She has been involved in health service management, quality and clinical governance for 20 years, in national and state roles, in large and small health services across community, acute and aged care sectors. Cathy has been involved in various state and national quality and clinical governance initiatives over her career including the development of the ACHS national indicator program and as inaugural manager of the Victorian Quality Council. She has published journal articles and provided education in quality and clinical governance nationally and internationally and has conducted state-wide reviews of quality frameworks and systems in acute and mental health and aged care.

**Jo Bourke** - Director of Governance at Barwon Health.

- Barwon Health has recently been surveyed under the new National Standards. Jo will take the audience through the Barwon experience and the lessons learned. What their preparation was, the survey itself, the outcome and how Barwon are responding to that outcome. There will be lessons for all of us in the Barwon experience.

Following the above presentations, Cathy Balding will facilitate a discussion with an expert panel from the local region.

*The single greatest  
impediment to error  
prevention is that we  
punish people for  
making mistakes*

*Lucian Leape, 1999*

## Trigger Tool System

Traditional efforts to detect adverse events have focused on voluntary reporting and tracking of errors. However, public health researchers have established that only 10 to 20 % of errors are ever reported and, of those, 90 to 95 % cause no harm to patients.

The Institute for Healthcare Improvement (IHI) developed the IHI Global Trigger Tool for Measuring Adverse Events in 2000, which provides an easy to use method to accurately identify adverse events and measure the rate of these events over time. Since then multiple topic and location specific Trigger Tools have also been developed. This tool uses a retrospective review of a random sample of patient records using triggers to identify adverse events, measure the level of harm from each adverse event, and to identify areas for improvement. This is considered a more effective way to identify events that cause harm to patients, compared to the traditional methods that rely on voluntary reporting or error tracking. Information related to the use of trigger tools to detect adverse events and measure harm is available at <http://www.ihl.org/explore/triggertools/Pages/default.aspx>

At the recent education session, Karina Finch gave a presentation on a system developed for use at Swan Hill District Health based on the IHI Global Trigger Tool system. Karina explained that they have modified the IHI process to suit their local needs, which has some key differences to the IHI Global Trigger Tool system. She demonstrated that this has become an integral aspect of their quality & risk management systems. In the 6 months that they have been using this tool they have identified a number of trends related to adverse events, which are now being targeted with quality improvement initiatives. Karina advised this is proving to be a more proactive approach to managing adverse events, than previous methods.



**Let me through, I'm a patient**

# National Safety and Quality Health Service Standards

The Australian Commission on Safety and Quality in Health Care (the commission) has progressed the implementation of the Australian Health Service Safety and Quality Accreditation Scheme (the accreditation scheme) with the endorsement of all state and territory Ministers of Health. This accreditation scheme includes 10 new National Safety and Quality in Health Service Standards (national standards).

The national standards are considered essential to improving the safety and quality of care for patients. They provide a clear statement about the level of care consumers can expect from health services. The June 2011 version of the national standards can be accessed from the following link: <http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/PriorityProgram-07>

The accreditation scheme will build on the strengths of the current accreditation arrangements to promote national coordination of accreditation processes. This will enable improvements to be applied more broadly across health service organisations.

The commission is developing a set of guides to support health services implement the national standards. These guides will shortly be available for consultation and will be piloted with health services nationally.

**Website link** <http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/PriorityProgram-07>

## Implementation of the national standards in Victoria

In Victoria the national standards will be introduced over an 18 month transition phase which commenced on 1st July 2011 with full implementation from 1st January 2013.

All public hospitals and health services are required to be accredited by a body or entity which has been accredited by:

- the International Society for Quality in Health Care Inc or
- the Joint Accreditation System of Australia and New Zealand.

In Victoria the ten national standards will apply to:

- all public hospitals, including small rural health services
- public dental services in community health services.

For public hospitals an additional accreditation standard on nutrition will apply. This standard is under development and will be introduced prior to January 2013.

The national standards will apply to public mental health services delivered by Victorian public hospitals. It is also an expectation that public mental health services will continue to be required to be accredited against the 2010 National Standards for Mental Health Services.

Those Victorian public hospitals and public health services in scope will be reporting under this national accreditation scheme with the 18 month transition phase having commenced from 1st July 2011. During this transition phase health services will be working towards the implementation of processes and systems to ensure they meet the national standards. Health services will be given the opportunity to be accredited against the national standards or may choose to continue with their existing standards until their accreditation cycle is again due, up to 1st January 2013, where upon accreditation against the national standards will be required.

For ongoing updates on the national standards implementation in Victoria and the development of the nutrition standard please go to <http://www.health.vic.gov.au/accreditation/national-accreditation-standards>

**Do you have any questions, comments or concerns related to the implementation of the new national standards?**

**Email them to us at [vic@aaqhc.org.au](mailto:vic@aaqhc.org.au) and we will include them in the next newsletter.**

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

*Oliver Wendell Holmes*



# 2011 VHQA Annual General Meeting

October 2011

This year the **VHQA AGM** is scheduled to occur during **The Great Healthcare Challenge** conference to be held at the Sofitel Melbourne on Collins.

Date: Thursday 13<sup>th</sup> October

Time: 12.30pm

Venue: Perth room, Sofitel Melbourne on Collins

Members attending should **collect their lunch PRIOR** to coming to the AGM.

*Proposed changes to VHQA Constitution*

**Amend philosophy to:** "VHQA through its members seeks to promote the culture of quality improvement, excellence and leadership in all aspects of the delivery of healthcare"

**Amend Statement of purpose and objectives to:** "The purpose of VHQA is to provide a peer support organisation for healthcare workers interested in improving quality and safety of healthcare. Our objectives are to: provide an environment to support healthcare workers in the areas of Quality and Safety in the Victorian Health Industry, provide a forum for exchange of information and knowledge on quality and safety in healthcare, provide a local (Victorian) link into the national body-AAQHC, provide access to regular meetings, education sessions and newsletter publications"

**Amend Committee of Management quorum to:** "50% + 1 of the number of current committee members"

**Amend eligibility of Committee of Management members for election to Executive:** "Only those members who has been a member of the Committee of Management of VHQA for at least twelve (12) months prior to the election are eligible to be nominated and elected as an Executive of the Association unless there are no eligible members, in which case the Committee of Management may appoint to the Executive a member who has served less than 12 months.

**Insert new clause:** "Discipline, suspension and expulsion of members"

**Like to be part of  
the VHQA  
Committee?**

Lodge a  
NOMINATION form  
by COB Friday 6<sup>th</sup>  
October

Available from VHQA  
Secretary, Karen James  
Ph. 03 53216549

*Can't make it to the AGM?*

If you cannot attend please lodge a PROXY form prior to the meeting. Proxy forms available from VHQA Secretary, Karen James on 03 53216549 or at the AAQHC information booth at conference.

## Inter-Hospital Transfer Form Update

The Inter-Hospital Transfer Form (IHTF) project has been undertaken by the Victorian Quality Council (VQC) Patient Transfer Group (PTG) under the leadership of Dr Simon Fraser.

The IHTF project was initiated when the VQC, through workshops and surveys identified a range of adverse issues pertaining to clinical handover during patient transfers.

The VQC PTG developed and piloted a generic IHTF in eight Victorian health services between August and November 2010 in 339 non time-critical patient transfers. The Pilot sites included: Bendigo Health Consortium, Melbourne Health, Western Health and the West Gippsland Healthcare Group.

Findings from the IHTF pilot project identified:

- that the concept of a generic IHTF was supported by health service staff
- areas for improvement on the piloted form that required modification prior to ongoing use
- that staff from receiving hospitals expressed greater satisfaction with the form than staff from sending hospitals; and
- barriers and facilitators to the implementation of a generic form.

Following the pilot evaluation the VQC PTG modified the original IHTF based on the feedback provided in the pilot project, and subsequently hosted a workshop with pilot sites sending and receiving staff to ratify the modifications made to IHTF.

The workshop was attended by staff from receiving and sending pilot sites and included clinicians and project officers. A number of further recommendations for improvement were made and the ratified IHTF was endorsed for use by all the project pilot sites, workshop participants and the full Council (VQC).

All workshop participants from receiving and sending pilot sites confirmed that they intend to implement the ratified IHTF and the consortium confirmed that they intend to rollout the ratified IHTF across their region.

The VQC is currently developing a communication and dissemination strategy to facilitate the rollout and uptake of the ratified generic IHTF by all health services in Victoria.



### Victorian Healthcare Quality Association

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Additional committee members contact details available on the Victorian Network link via the national website at [aaqhc.org.au](http://aaqhc.org.au)

WE'RE ON THE  
WEB AT

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

Victorian local network

**The great HEALTHCARE Challenge!**  
'ACHIEVING PATIENT-CENTRED OUTCOMES'  
October 12 - 14, 2011  
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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".

## **Do you believe in great investment?**

**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
- A voice on safety and quality issues
- Opportunities for communication and cooperation as well as exchange of ideas and experiences
- Support for ongoing education and development

#### **VHQA provides:**

- Experienced Committee of Quality Leaders to support Victorian members
- 3-4 practical education sessions and newsletters 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