



March 2010

VHQA Newsletter

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President's Report

Welcome to our first newsletter for 2010 and the first prepared by our new newsletter editor, Karina Finch. I hope you find our newsletters informative and interesting to read.

The new committee have started 2010 off with a very busy strategic planning day in February. We gathered together at Barwon Health in Geelong to establish a plan for the years 2010 to 2012. We appreciated the use of a terrific facility at Barwon Health and the wonderful planning and coordinating done by our secretary, Jacqui Hennock.

We spent a busy day analysing strengths and weaknesses and finally outlining goals and strategies, for the committee, in the following areas:

- Enhancing our partnership with AAQHC
- Developing our relationship with external stakeholders
- Growing and Maintaining our Membership
- Establishing Credibility as a leading Safety and Quality in Healthcare Group.

Committee members are continuing to develop specific areas of our strategic plan prior to our March meeting.

We have some exciting events on the horizon including next year's (2011) AAQHC conference in Melbourne. There will be significant input from VQHA members and committee members to ensure that Melbourne presents another very successful AAQHC conference.

Our Education Committee have some terrific ideas for VHQA Personal Development sessions

and we hope to take our education program to a new level in the coming months.

We are very keen to address the needs and wants of our members and have identified this as one of our key goals. A link to a survey asking you about your wants is displayed at the bottom of this page and we would appreciate your time to let us know what you would like us to provide. This may include education, support, mentoring, networking or I am sure many other functions.

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 final page of this newsletter, as well as on the website www.aaqhc.org.au when you select the Victorian network.

I look forward to working with you throughout 2010.

Belinda Westlake

Belinda Westlake
President



One of our key objectives for 2010 is to grow and maintain our membership. This will require us to provide education, information and services to meet the needs of our members.

Please take a few moments to complete the survey available at the link on the right, to help us understand what you want.

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

AAQHC News

A new AAQHC website is being developed to improve communication services for members, provide for e-learning programs and the payment of membership fees by instalments.

Secretariat office manager, John Campbell, said that Council approved the re-development of the site at the end of last year and national tenders were called.

"We are anticipating that the site will be up and running within the next two months," said Mr Campbell.

Features of the website include:

- Weblogs - a mechanism for groups within the association to start and contribute to threads of information and common interest
- Webinars - a mechanism whereby the site can support on-line learning for members to overcome the prohibitive cost of delivering educational programs via traditional means
- The ability for Secretariat staff to update web pages
- Improvements to the current membership database adding a few more attributes and encrypting the user password
- Improve the current document library to allow the Secretariat office to add and delete documents
- Adding a protected area as the repository for Council and Committee meeting documents

Mr Campbell said that comments received from members via a survey were taken into account when the website brief was prepared.

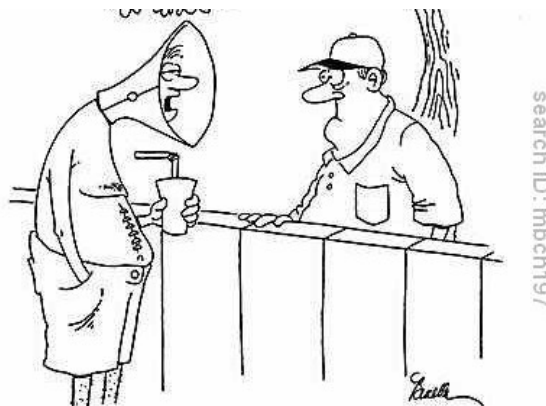
"For instance, we are looking to include on the site a number of working tools including basic administration templates such as 'How to take Minutes', how to develop a Quality Plan' 'How to prepare a professional Abstract submission' and others.

"We are also interested in partnering with education providers to make available e-learning programs to benefit members," he said.

"The AAQHC Council is determined to make sure that the membership benefits far outweigh the dollar cost of membership"

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



"The hospital food was terrible, but the savings was substantial."

Important

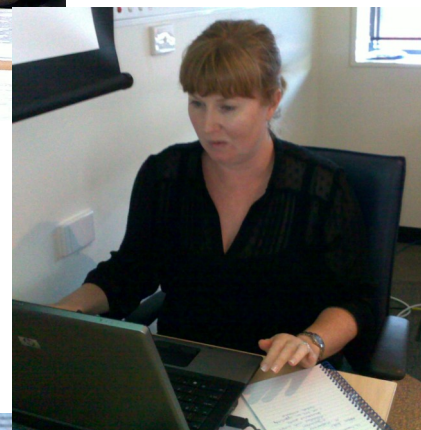
membership fact

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.



VHQA Committee members hard at work, developing the 2010—2012 Strategic Plan



“We are limited, not by our abilities, but by our vision”.

Alan Wolff • Sally Taylor

ENHANCING PATIENT CARE

VHQA Education in 2010

VHQA is committed to providing a number of education sessions to its members in 2010. The education sub-committee is currently working to develop an education calendar that meets the need of our members. To assist them in this process, a survey has been developed for all members to complete, and is available at <http://www.surveymonkey.com/s/WXD7TKY>

The guest speaker at our first education session for 2010 will be Dr Alan Wolff, an experienced health professional and author of “Enhancing Patient Care: A practical guide to improving quality & safety in hospitals” (pictured on left).

This session will be held on Friday 30th April in the auditorium at Cabrini Hospital Malvern, commencing at 3.30pm. The education session will be followed by a networking opportunity, with nibbles and drinks supplied, concluding at 6pm.



Showcasing Healthcare Innovation

The Healthcare Innovation in Victoria: 2010 Showcase Conference was held in Melbourne in February, showcasing innovative approaches to healthcare by Victorian Public Health services.

Below is a sample of projects presented at the conference.

Eastern Health - "Creating a whole of organisation approach to redesign"

The Eastern Health Redesigning Hospital Care Program aims to improve patient access, service efficiency and staff and patient experiences through the planned application of redesign methodologies to a range of clinical and non-clinical processes.

Eastern Health has taken the opportunity afforded to it through the provision of 'start up' redesign funding from the Department of Health to change the way it approaches service improvement across the entire organisation. The presentation showcased Eastern Health's approach to imbedding redesign into the core operating processes of the organisation through the creation of robust governance structures and processes, strong executive engagement, streamlined information management and capability building. The presentation also highlighted how these factors have contributed to the successful uptake of redesign across the organisation and enabled Eastern Health to implement a variety of redesign initiatives in a co-ordinated and collaborative way.

Melbourne Health - "Improvement Governance & Sustainability"

Melbourne Health undertook a review of its Improvement program following the first two years of operation. As a result, improvements were introduced to improve the governance, integration, framework and sustainability of the program. Some highlights include:

- A new Lean Six Sigma improvement framework resulting in better clarity of the issue to be addressed, more rigorous diagnostics including root cause analysis, better use of data and a focus on sustainability. The use of tollgates ensures stakeholder sign-off throughout the project and focus on project timelines
- An Improvement Steering Committee which oversees all improvement work, integrating clinical, non-clinical and financial projects. It oversees the education program, prioritises projects and ensures Executive ownership
- A prioritisation tool to ensure focus on high impact projects
- An internal capability building program through:
 - a) a 2-day lean six sigma 'whitebelt' training - 74 staff have been certified so far
 - b) a coaching model - all organisation-wide projects have weekly coaching
 - c) a training program run with ANZ for provision of Greenbelt and Blackbelt training and a 'coach the coach' program
 - d) Executive sponsor training.

This approach has resulted in 29 concurrent projects running, improved governance, better project selection, better integration of various improvement activities, a shift in emphasis to ensure improvement skills are part of the skillset of all senior managers, and tangible results on specific areas of improvement.

Upcoming conferences related to Quality in Healthcare

- Australasian Lean Healthcare Network "6th Australasian Redesigning Healthcare Summit"
 - 3rd May 2010, Melbourne Convention & Exhibition Centre
- Victorian Healthcare Association "Governance and Service Quality Conference"
 - 19th & 20th May 2010, Hilton on the Park, Melbourne
- 5th International Conference in Health Care - Quality Around the World
 - 20th - 22nd May 2010, Sofitel Melbourne On Collins



Fellow & Associate Fellow Credentials

AAQHC offers a credentialing service to its members throughout Australia, New Zealand and the Asia Pacific. This enables them to receive recognition for their level of competence in quality and safety in health care.

Why should you seek to be credentialed?

It is a public recognition of your knowledge, experience and qualifications. It may also assist you in identifying further personal professional development opportunities.

Who is eligible to apply?

Any individual financial member can apply. AAQHC offers credentials at two levels - Fellow & Associate Fellow.

What are the benefits?

Your competencies are formally recognised by an Australasian professional organisation. You will be entitled to use the nominals FAAQHC or AFAAQHC after your name, provided that you remain a financial member.

What is the process?

Applications for Associate Fellow along with supporting evidence should be forwarded the AAQHC secretariat for consideration by the Registrar. The application is then allocated to one of the PDAC members to review and prepare a response.

The award of Fellow signifies achievement of the highest standards set for AAQHC members.

Members must satisfy the following criteria to advance to Fellow:

- i. Fulfil the Fellow components of the five mandatory domains as outlined in the credentialing package offered by AAQHC
- ii. Undertake an oral examination, generally held at the same time as the annual conference

Further Information

For further information and an application form visit the website at www.aaqhc.org.au/cred.php or contact the Registrar at registrar@aaqhc.org.au

*A pessimist sees the difficulty in every opportunity.
An optimist sees the opportunity in every difficulty.*

(Winston Churchill)

Patient Safety Research: Introductory course

How familiar are you with the concept of Patient Safety? Hundreds of thousands of patients are harmed or die each year through unsafe care or get injured inadvertently when seeking health care. Understanding the magnitude of the problem in hospitals and primary care facilities is the first step towards improving Patient Safety. A free on-line course will start in April 2010 to introduce the basic elements of Patient Safety Research.

There will be 8 sessions for healthcare professionals and researchers interested in learning how to identify the Patient Safety problems. Through these sessions, participants will be informed of the core principles of Patient Safety Research.

The sessions will be provided by internationally renowned specialists in Patient Safety; Dr David Bates, External Program Lead for Research, WHO Patient Safety, and the Director of the Centre of Excellence in Patient Safety and Research in USA, and Dr Albert Wu, a professor in the Department of Health Policy and Management at Johns Hopkins University, USA.

All sessions will be broadcasted through the RAFT network (RAFT:Réseau en Afrique Francophone pour la Télémédecine) developed by the Geneva University Hospitals (HUG) in 2000 as well as with the application, GoToWebinar. French sessions will be launched in near future.

For any questions, problems or request for testing, contact Mai Fujii by email fujii@who.int

To follow the course, please click the URL listed below. Participants need a computer with internet access and functioning speakers. One computer per group is also no problem. There's no need to install any new applications on the computer.

	URL	Date & Time (GMT)	Title	Lecturer
1	https://www1.gotomeeting.com/register/263478793	7 April, Wed 18:00-19:00	What is Patient Safety?	Dr David Bates
2	https://www1.gotomeeting.com/register/536074681	14 April, Wed 18:00-19:00	Measures to improve patient safety: an overview	Dr David Bates
3	https://www1.gotomeeting.com/register/121920049	21 April, Wed 14:00-15:00	Measuring Harm	Dr Albert Wu
4	https://www1.gotomeeting.com/register/707007025	28 April, Wed 14:00-15:00	Understanding Causes	Dr Albert Wu
5	https://www1.gotomeeting.com/register/936291888	5 May, Wed 14:00-15:00	Identifying solutions and implementation	Dr Albert Wu
6	https://www1.gotomeeting.com/register/367336473	12 May, Wed 14:00-15:00	Evaluating impact	Dr Albert Wu
7	https://www1.gotomeeting.com/register/139251624	19 May, Wed 14:00-15:00	Translating Evidence into Safer Care	Dr Albert Wu
8	https://www1.gotomeeting.com/register/462880049	26 May, Wed 14:00-15:00	Knowledge strengthening for Patient Safety	Dr Albert Wu



Clinicians Health Channel (CHC)

An Overview by EBSCO Australia

The Clinicians Health Channel (CHC) is an online health resource funded by the Victorian Department of Health and managed by EBSCO Australia. EBSCO Australia is the local division of EBSCO Information Services, the leading global service provider of e-journal, e-book and e-journal package subscriptions, e-resource management tools, full-text and secondary databases, and related services for libraries and research organisations.

The CHC is available free to all clinicians employed in Victorian public hospital and community health services. First established as a web based service in March 2000, the CHC aim is to improve the quality and safety of health care by providing public sector clinicians with the information they need to support patient care.

The CHC seeks to deliver clinical, administrative, research& education, and equity benefits.

The CHC now provides access to a range of resources that are specifically designed for use at the point of care, either via internet terminal or handheld device.

Decision support resources on CHC include DynaMed, MIMS & Best Practice.

The current resources available from the CHC include:

- Australian Medicines Handbook
- Best Practice (BMJ)
- BMJ British Medical Journal
- CINAHL Plus with Full Text
- The Cochrane Library
- DRUGDEX
- DynaMed (plus PDA version)
- EMBASE.com
- Harrison's Principles of Internal Medicine
- JAMA & Archive Journals
- Journal of Advanced Nursing
- Journal of Clinical Nursing
- The Lancet
- Medical Journal of Australia
- MEDLINE (Index) (plus mobile version)
- MIMS Online and Drug Alert
- New England Journal of Medicine (NEJM)
- Paediatric Pharmacopoeia (onsite)
- POISINDEX (Micromedex 2.0)
- PsycINFO
- STAT!Ref Dental eBooks
- STAT!Ref Mobile
- Therapeutic Guidelines

The CHC is managed by the Department of Health's Quality, Safety and Patient Experience Branch, which is committed to playing a strategic role in delivering the best possible healthcare outcomes for all Victorians. The Branch is the principal adviser to the Minister for Health and Department executive team for statewide policy development, planning, resource allocation and monitoring of performance in relation to the systematic improvement of safety and quality in healthcare.

The CHC can be accessed using the internet onsite from www.health.vic.gov.au/clinicians. If remote access to the CHC is required, authorised users can register for a password for offsite use via the Athens authentication management service. The CHC Helpdesk can be contacted by email on chchelpdesk@ebSCO.com or telephone (02) 8908 234 Monday to Friday 8.30am to 5.30pm (after hours messaging

In the next newsletter, EBSCO will outline the structure of the CHC, its resources in more detail, and highlight particular benefits of the CHC to quality professionals.

Tale of a new Quality Manager

It would seem new quality professionals, whether they fell, were pushed, or jumped into their role, experience similar challenges to those that I did not that long ago.

Beginning in the role I was unsure exactly what was expected of me? What skills and knowledge I needed to be an effective quality & risk professional? What was the best way to achieve worthwhile outcomes? Most importantly, how was I going to incite enthusiasm about quality in everyone else? Compounding my confusion was the fact that few people within the organisation understood the breadth of my role. Many believed I was purely responsible for achieving and maintaining an accredited status. In fact if I had understood the breadth of the role I probably would have fought harder to avoid the “exciting career move!” that was offered.

Following discussions with other quality professionals it became clear that there was a large variation in the role, depending on the size location and structure of the organisation. Variations that are likely to grow considering the changing safety & quality context within the complexities of evolving healthcare expectations.

The only real consistency, was that everyone felt as though they were a professional in a position requiring influence, with little control. I found few opportunities for formal training existed and no set competencies were apparent.

I often asked myself “Why would anyone want to be a quality professional in healthcare? And where do you turn for help?”

But rest assured those of you who are in the “What the...?” phase, there is light at the end of the tunnel, and valuable resources and support are out there.

I have since “found” AAQHC and then VHQA, and am now a VHQA mentee committee member. This provides me with an opportunity to learn from a team of dedicated and experienced Quality Professionals, whilst being involved with new quality initiatives.

During the AAQHC conference in Sydney in 2009 I learnt of an exciting new post graduate course available through Murdoch University in Perth. I have now commenced my Masters (see information below) which will provide me with the opportunity to develop skills and knowledge in key areas vital to my efficiency & effectiveness as a quality professional.

And I have found other quality professionals to be an enormous support as they are very aware of the challenges we all face.

According to Deepak Chopra “All great changes are preceded by chaos” so I am convinced I am about to experience great change, because I have certainly experienced (or created) the chaos!

Karina Finch, Safety Quality & Risk Coordinator, Swan Hill District Health

March 2010

“I can’t make the effort that’s needed to bring about effective change if I’m not truly convinced it is necessary”.

Illes v, Sutherland K, (2001)

Master of Health Management, Quality & Leadership

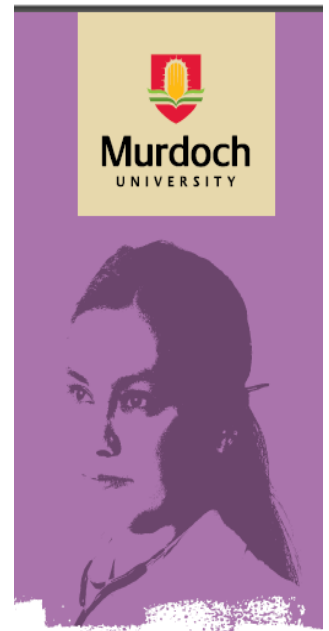
This course aims to cultivate excellence and innovation in the area of quality, leadership & health management. This will be of particular interest to health professionals working in Quality, Safety, Risk and Middle Management roles in the acute, community, mental health, primary and aged care public & private health service sectors.

Enhanced quality, safety and management skills acquired will position you to meet consumer expectations of the healthcare system and to fulfil industry demand for increased middle management skills, mentoring, supervision & coaching skills in order to enhance the quality of services.

Successful completion of this program will put you in a favourable position to fill such positions as Accreditation Coordinator or Quality Manager.

Core units cover quality & safety, managing & strategic leadership in Health & Aged Care, and applied research methods. Elective units include building a quality & safety program, financial management, clinical & corporate governance, documentation & risk management.

For detailed information on this course contact the Postgraduate office of the School of Nursing at nursing@murdoch.edu.au or the program coordinator at r.laing@murdoch.edu.au or phone (08) 9360 5523





**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 **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.

Important Dates:

Call for abstracts form opens: 2 March 2010

Registrations Live: 30 March 2010

Final Abstract Submission: 23 April 2010

Acceptance Notification: 14 May 2010

Author Registration Deadline: 25 June 2010

Early Bird: 25 June 2010

Further Information

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

Address for Communications

AAQHC 2010 Conference Managers arinex Pty Limited

Address: Level 10, 51 Druitt Street,
Sydney NSW 2000, Australia