

**Annual Report**

**2020**

# The Australasian Association for Quality in Health Care

Founded in 1990, the [AAQHC](https://www.aaqhc.org.au/) has expanded its membership base to include all sectors including community, disability and aged care.  Our vision and mission is to be the voice for safety and quality and a key source of support for training, accreditation, information and mentoring for professionals.

## Ensuring best care is provided every day – and being accreditation ready every day

The Australian health care industry is constantly in the public eye, and rightfully so. COVID-19 may have turned up the focus on our industry, but prior to these events there were many news stories about the quality of health, community and aged care services. Regardless of our roles, we should all aim to deliver high quality safe care and services every day, and build from our learning along the way.

Australia’s mandatory accreditation programs in health, aged care and disability services challenge us to identify and manage clinical and operational risks, and find initiatives to improve care and service outcomes.   In these sectors, the best staff are equipped to review problems and address them effectively, disseminate new findings and information, and develop skills and knowledge.

In an Australian context, delivering high quality care is also about addressing equity in health and making sure benefits from technology and new research are shared. We need to consider changing demographics, cultural differences in our community, and the privacy issues that come with data collection and management. Recent high-profile examples such as the Royal Commission into Aged Care and the launch of My Health Record have highlighted the role safety and quality can play in building trust with the community.

## Leading the way

The AAQHC is a membership-based organisation that:

* 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 co-operation and the exchange of ideas and experiences;
* facilitates and supports ongoing education and development with regular webinars and training sessions; and
* recognises qualifications and experience to Associate Fellow and Fellow status through a [Credentialing Program](https://www.aaqhc.org.au/professional-credentialing/).

Traditionally focussed on the acute sector, the expansion of health settings beyond traditional care, means we now work with professionals from primary, community, aged and disability sectors.

## A career in safety and quality

AAQHC members come from all sectors and with our support through our credentialing and mentoring programs many have expanded their professional careers in quality and safety. The diversity of the membership base provides a vast source of contacts, information and funds to ensure we remain a pivotal influence on how care and services can be better delivered.

Members of AAQHC benefit from:

* a [Credentialing Program](https://www.aaqhc.org.au/professional-credentialing/) recognising knowledge, skills and competencies in quality safety and risk management;
* a [Mentoring Program](https://www.aaqhc.org.au/mentor-program/) linking like-minded professionals to share experiences and expertise;
* education, training and professional development through our webinar and education portal;
* scholarships to attend training and other industry events;
* discounts on [Australian College of Nursing courses](https://www.acn.edu.au/education);
* up-to-date news on industry trends and information; and
* the exchange of ideas and experiences with a national and international community in your field.

# President’s Report 2020

The year 2020 (our 30th Year) has seen many changes; for AAQHC it started with the Council having a Strategic Planning day for events that would occur during the year and a vision for 2020. These plans were changed in a hurry with COVID-19 in Australia and subsequent lock-downs in various States. We are reaching the end of the year and we are all having to make adjustments to live with this virus.

As we have all become adjusted to using the computer and its various programs for communication we have managed to stay connected with webinars, the Newsletter and Bulletins to ensure all are kept up to date with the constant changes occurring in health and aged care. This includes the cessation of accreditation surveys and activities associated with it.

The webinars have been well attended and I would like to thank Sandy Thomson for her hard work in presenting these and for her work as Registrar of the Professional Development Advisory Council (PDAC). We have had several Fellows admitted this year and I would like to congratulate them and recognise their commitment to the AAQHC.

We have continued our relationship with the Australian College of Nursing which gives all our members access to their courses and CPD points. These courses are available online, so accessible from any location.

I would like to thank the Council for their involvement and input during the year, in particular Kay Richards for her diligent work as Secretary and producing the Newsletter and Bulletin. She has made my role so much easier. Kay will continue as Secretary in 2021 but to assist with workload we have outsourced the development of the Newsletter and Bulletin for 2021, so you will see some changes in the format and presentation. Any changes will be based on feedback following the member survey we recently conducted.

We also surveyed members earlier this year to better understand accreditation preparedness and we were able to pass the findings to the Australian Commission on Safety and Quality and the Australian Council on Healthcare Standards.

We thank members who participated in these surveys, your involvement ensures we represent your views to where and to who it matters.

Our website has been updated for ease of use by all and we encourage you to visit it for the latest updates on issues and trends in quality and safety.

I hope all of members continue to stay safe and we look forward to 2021.

**Robyn Quinn**

**President AAQHC**

# 2019 – 2021 Strategic Plan

# Our purpose

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Support those involved in Safety and Quality | | | | |
| Goal | **Activities** | **Time** | **Sponsor** | **Outcome** |
| Improving the capacity and capability of members to undertake roles in governance, patient safety and quality through information sharing and skills development | Increase membership by offering:   * Credentialing * Mentor programme * Webinars/education * Newsletter * Partnering (NSW CEC, Safer Care Victoria, Queensland CEC, Aged Care, ACSQC, ACHS, General Practice, Day Hospitals Australia, AHHA) * Website shared learning site * Advertising positions |  |  | * 250 members by 2021 * >50% members achieve credentialing * X members undertake mentoring * 8 webinars provided per year * 8 newsletters provided per year * Number of formal partnerships achieved |

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| --- | --- | --- | --- | --- |
| 1. Financial Viability | | | | |
| Goal | **Activities** | **Time** | **Sponsor** | **Outcome** |
| Financial viability | * Determine minimum number of members to maintain financial sustainability * Determine base line budget for managing the business to 2021 * Continue to explore options for increased revenue; e.g., advertising, workshops, shared conference events |  |  | * Sustainable and viable organisation |

# 2020 Council Membership

|  |  |
| --- | --- |
| Name | Representing |
| Robyn Quinn | Member, President |
| Kay Richards | Skills Based Member, Honorary Secretary |
| Sandy Thomson | Member, PDAC Registrar |
| Robert Griffin | Member, Honorary Treasurer |
| Christine Cullen | Skills Based Member |
| Nicole Grose | Member |
| Dr Karen Mardegan | Member |
| Amanda McMaster | Member |
| Kathleen Ryan | Skills Based Member |

# Honorary Treasurer’s Report

The audited accounts were presented to the 30th AAQHC AGM for members to review.

In summary:

* The Association has made an income of $89,830.35 and has incurred expenses of $17,700.85
* The income reflects the monies received from the Victorian Quality Association. This is a once only donation.
* Membership fees raised $10,670.00
* The net income for the year was $75,922.34
* The Balance Sheet shows the AAQHC equity as being $193,768.68

This is a pleasing result and indicated a turnaround from the losses made in the last few years. As always, maintaining and increasing our memberships is vital to our financial health.

The budget for the current financial year to June 2021 is based on a projected income of $24,200 and expenses of $14,600. Projected net income is $9,600.00.

My thanks to the auditor (Andrew Clifford of Scanlon Richardson Accounting, Hobart) and to Carolyn Foster for her excellent booking keeping on behalf of the Association. A recommendation to re-appointed Mr. Clifford as the auditor for AAQHC was accepted at the AGM.

**Robert Griffin**

**Honorary Treasurer**

# Professional Development and Credentialing (PDAC) Report

Council has continued to support the [Credentialing Program](https://www.aaqhc.org.au/professional-credentialing/) as being is a key service for AAQHC and its members. While international programs exist, the AAQHC program is a unique Australian product developed and implemented to recognise the skills and competencies of Quality Managers and health professionals with an interest in, or responsibility for patient / client safety.

Considering the challenges of COVID -19, the Credentialing Program is now using an electronic approach to manage applications. Exams are no longer held; members are required to provide a conversation piece on a contemporary health related topic along with evidence of skills and competencies.

In 2020 the criteria for Fellowship and Associate Fellowship was again reviewed and adjusted to meet a wider variety of members with our focus now extending into aged care and NDIS.

Five new Fellows have been appointed in 2019-20 and a recent survey of members confirmed that this award is still seen as being highly beneficial.

Applications are encouraged for Associate Fellow and Fellow and I look forward to receiving these in the coming year.

**Sandy Thomson**

**PDAC Registrar**

# Work of the Association

On behalf of members, and to ensure good governance the AAQHC Council were able to review the following documents:

* [Strategic Plan](https://www.aaqhc.org.au/about/)
* [Application Pack for Fellowship Credential](https://www.aaqhc.org.au/professional-credentialing/)
* [Application Pack for Associate Fellowship Credential](https://www.aaqhc.org.au/professional-credentialing/)
* [Governing Body Manual](https://www.aaqhc.org.au/about/)
* [Privacy Policy](https://www.aaqhc.org.au/about/)
* [Website and Advertising Policy](https://www.aaqhc.org.au/about/)
* [Annual Report.](https://www.aaqhc.org.au/about/)

In addition, promotional materials were designed to support membership recruitment and compliment the new website design.

An Audit Schedule has been developed to ensure the above documents remain contemporary and relevant.

[Newsletters](https://www.aaqhc.org.au/newsletter/) were published 2nd monthly and numerous [Bulletins](https://www.aaqhc.org.au/newsletter/) were published each month and a schedule has been developed to ensure these member benefits are distributed on a regular basis.

A variety of Scholarships were offered to members during the last year, which provided the successful applicant an opportunity to extend their skill and knowledge.

A range of correspondence was dealt with to ensure the smooth running of the Association.

As required by the AAQHC Constitution, the AGM and accompanying papers were provided to members. Council meetings were also scheduled with appropriate Agenda and Minutes recorded.

**Kay Richards**

**Honorary Secretary**

# Website Report

The [AAQHC website](https://www.aaqhc.org.au) has systematically been updated and refreshed during 2020.

The website houses information on the AAQHC with its 30-year history. Members can see the AAQHC Council members and have access to a wide range of resources and information. On the member-only page access is provided to recently conducted webinars and materials provided by the NSW Clinical Excellence Commission.

Newsletters and Bulletins are available, along with links to a range of sites that support safety and quality professionals.

Members can access details on the Credentialing Program for Associate and Fellow recognition and details on the Mentoring Program can also be sourced from the site.

Over the last 12 months a range of documents were reviewed an these can also be accessed from the site:

* [Strategic Plan](https://www.aaqhc.org.au/about/)
* [Governing Body Manual](https://www.aaqhc.org.au/wp-content/uploads/2017/03/Governing-Body-Manual-270217.pdf)
* [Privacy Policy](https://www.aaqhc.org.au/wp-content/uploads/2017/03/Privacy-Policy.pdf)
* [Website and Advertising Policy](https://www.aaqhc.org.au/wp-content/uploads/2017/03/Website-and-Advertising-Policy-Jan-2017-1.pdf)
* [Annual Report.](https://www.aaqhc.org.au/about/)