



"Quality in a service or product is not what you put into it. It is what the client or customer gets out of it."
~Peter Drucker

President's Message

Dear Members

We are approaching the end of another busy year for AAQHC. Our Fellowship and Mentor program have continued successfully and education days have been held.

Following our Annual General Meeting in November we have two new Council members. They are Dale Vaughan the WA representative who is based in Broome and Nicola Champion, skill based representative based in ACT. We welcome both of these members. You are able to view their profile on our website under the Council tab. Denise Curran was re-elected as the Queensland/Asia Pacific representative. The Council will once again have a planning day early in 2018. If any members would like to share ideas please feel free to share your ideas with us via email.

The Council wishes all of our members Season Greetings and a Happy New Year and we look forward to an exciting 2018.

Robyn Quinn
President

AAQHC

Contact us at

aaqhc@aaqhc.org.au

Benefits of the Peer mentee program – a personal perspective.

Nicola Champion

In 2015 I was working, as I had done for the past 19 and a half years, in a relatively small rural regional health service. Prior to 2015, in addition to my paid work, my life had been full with university study (Masters in Health Management, quality and safety) and a voluntary quality improvement peer mentor position with a national organisation. I had regular contact with people who were passionate about quality improvement and was constantly learning about quality improvement through university study and training provided for the peer mentor role. At the end of 2014 this all ended as I had completed my studies and the national peer mentor program was no longer funded. The rural regional health service in which I worked had one designated quality safety and risk position. The clinician working in the position was backfilling a vacant role and was predominantly focussed on risk management. By mid-2015 I was starting to feel isolated from people who could continue to support me in my learning and development in quality improvement.

I had previously been a member of the AAQHC and turned to it again in an attempt to fill the void I now felt in my professional life. While on the website I noticed the peer mentor program and decided to give it a go. I became the AAQHC's inaugural peer mentee and was fortunate to have Marjorie Pawsey as my peer mentor. We had several skype meetings in which Marjorie took time to get to know me and my learning needs. Using skype meant I was able to meet with Marjorie face to face and it felt very personal. It also meant we could organise meetings at a time that suited us both including out of office hours. Through this program I was provided with practical resources and the knowledge that I had access to an expert in quality improvement. We worked together to develop a professional development action plan (my choice) and I was provided with encouragement and validation of the work I was doing.

After a short time as a peer mentee I had the opportunity to move interstate and undertake further study and work placement in a specialised field of nursing. I chose to end my peer mentee relationship at this time as it had met my need and I was about to embark on a new challenge. I have since secured a permanent position in a tertiary health service as a quality officer in the Clinical Safety and Quality Unit.

I reflect on my professional journey to this point and consider my experience as a peer mentee to be a positive part of my journey. I encourage anyone who may be looking for support, encouragement and development with their quality improvement efforts or development to consider this free service offered by AAQHC, particularly if you live in a rural or remote area.

To apply for the mentor program for 2018 please visit our website
www.aaqhc.org.au

Professional Development (PDAC) 2018

AAQHC is now accepting applications for the Fellow and Associate Fellow Programs for 2018. All current and new members are eligible to apply for credentialing.

So what are the benefits of credentialing?

The award of Fellow signifies achievement of the highest standards set for AAQHC members. This will give you the confidence that you have the knowledge and skills to apply quality principles and provide advice at an executive/strategic level on continuous improvement and can demonstrate achievements in your professional role.

Access to number of like -minded quality professionals for networking and collaboration of ideas.

Successful applicants also receive a certificate and are conferred to use the post-nominal of FAAQHC.

The Associate Fellow (AFAAQHC) credential is an entry level opportunity to have your skills, knowledge and qualifications assessed by quality peers. The process provides confidence that you understand the principles of continuous improvement and are applying these in your professional role.

For enquires go to www.aaqhc.org.au and look on the Credentialing tab where you will find all the information that you require. For further information, please contact aaqhc@aaqhc.org.au and one of the Credentialing committee will be in contact with you.

Become a Member of AAQHC

Benefits of membership

- Newsletters
- AAQHC webpage
- Membership certificate
- Discounted rates for AAQHC and VHQA events
- Mentoring guide and access to AAQHC mentors
- Networking Events with other AAQHC members
- Guide to continuing professional development and log book
- Eligible to vote at AGM and be elected to AAQHC Council
- Eligible to advertise jobs at discounted rates
- Eligible to apply for Associate and Fellow credentials
- Eligible for AAQHC Recognition Awards

www.aaqhc.org.au

Australian College of Nursing Affiliation

AAQHC has established an affiliation with the Australian College of Nursing. The benefits to members of AAQHC include :

ACN Bronze Affiliates receive the following:

10% discount on advertising in ACN publications

\$190 worth of CareerLinks advertising

Discounted Affiliate membership rate for all nurse employees/members (a saving of \$78 per *General* membership)

5% discount on all CPD courses

10% discount on ACN Endorsement services

ADMA, Dementia Training Australia and Monash University present a seminar on: Overcoming the challenges of managing chronic diseases in persons with dementia

Date: Friday 23 February 2018

Time: 8:45 am – 5:15 pm. Registrations open at 8:15 am

Venue: AMREP Lecture Theatre, The Alfred Medical Research and Education Precinct (AMREP), Ground Floor, Alfred Hospital, 55 Commercial Road , MELBOURNE VIC 3004 (Located 100m west of the Punt and Commercial Roads intersection).

Cost: \$220 incl. GST. Catering will be provided.

Registration link: <https://shop.monash.edu/overcoming-the-challenges-of-managing-chronic-diseases-in-persons-with-dementia.html>

YOU'RE INVITED

The Australian Healthcare and Hospitals Association and Queensland Health welcomes hospital and health service leaders from around the world to Brisbane for the **42nd World Hospital Congress, 10-12 October 2018 at the Brisbane Convention & Exhibition Centre (BCEC), Australia.**

The World Hospital Congress, under the umbrella of the International Hospital Federation, is a unique global event that brings key health leaders together annually to share views and experiences, network and develop excellence in healthcare and hospitals leadership. Through this forum multidisciplinary exchange of knowledge, expertise and experiences are facilitated, together with dialogue on best practices in leadership in hospital and healthcare management and delivery of services.

<http://event.icebergevents.com.au/whc2018>

Promoting Your Quality Initiatives – Publish in the AAQHC Newsletter

Publication of articles in the AAQHC Newsletter is a great way to promote quality initiatives that have made a difference to the patient/consumer and/or family and promote your/your team's great work to a wider audience. The Newsletter is a mechanism to share ideas between quality staff across Australasia, however it needs your input to be successful. If you have a great idea, thoughts on patient safety/quality and or an example of a quality initiative put pen to paper and send it through to the following address:

aaqhc@aaqhc.org.au



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Our Applications

OneVault is a platform of applications that work together to manage all of your governance and compliance.

OneGuide

Create, manage and access policy, procedure, compliance and all other workplace documents from one safe place. Add videos, images and other information to assist staff understanding and compliance with workplace requirements.

e-Learning | external Learning

Create your own suite of e-learning and link staff to great websites, webinars, journals or instructions on the web to enhance their knowledge and skill.

Audit | Survey

Create audits | surveys, assign to staff and schedule as required. Replace number crunching and interpretation with instant graphical reporting.

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Manage workplace risk proactively, easily and confidently with OneRisk. With a user friendly Risk Register, an MMR Database and a work planner.

Quality Projects

Create, manage and sustain successful documents. Enhance understanding and project compliance by adding videos, PDF's, and images.

Broadcast

OneBroadcast lets you share general news, new services, clinical trials, changes and other important information to staff.

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