



# AAQHC Newsletter

A Voice For Safety and Quality

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*"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

Welcome to a new year of quality activities and for some accreditation. You are invited to share any of your successes or non successes in the newsletter. Remember these may be helpful to other members or they may have some suggestions. AAQHC is a network for Quality Managers to share ideas and successes.

PDAC have been busy over the holidays and the new Fellowship and Associate Fellowship Credentialing is ready to be launched. Full details are included in the newsletter. Please email if you have any questions. You may also wish to share the information with other colleagues.

Thanks go to Sandy Thompson and Denise Curran for the great work. The Council will meet on March 1 for a strategic planning day. If you have any suggestions you would like discussed please email them to [aaqhc@aaqhc.org.au](mailto:aaqhc@aaqhc.org.au).

Remember the Mentor programme is available to all. This is a great way to exchange ideas. Again email AAQHC for further details

Regards

Robyn Quinn  
President

## AAQHC

Contact us at

[aaqhc@aaqhc.org.au](mailto:aaqhc@aaqhc.org.au)

## 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](http://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](mailto:aaqhc@aaqhc.org.au) and a member of PDAC will contact you

## FELLOWSHIP CREDENTIALLING

### **Objective:**

To provide a credentialing program to financial members of the Australasian Association for Quality in Health Care (AAQHC) throughout Australia, New Zealand and the Asia Pacific that enables these members to be recognised for their knowledge, skills and competencies in quality, safety and risk management. *The attainment of Fellow is considered the highest level of recognition of contributions at a strategic level to improve safety and quality in the health industry. Post nominals of FAAQHC can then be used.*

A Professional Development and Credentialing Committee (PDAC) supports the Fellowship program. A PDAC representative is available to act as a mentor during the preparation and processing of the application. The application and written opinion piece assists members to identify their areas of strength and areas which require further development. The final approval for awarding of Fellowships rests with the AAQHC Council.

AAQHC actively promotes the value of the Fellowship award to industry stakeholders through providing advice of successful applicants to employers where consent has been provided. AAQHC also actively supports promotion of credentialing through our networks.

### **Eligibility:**

Individual financial members of AQHC (not institutional) can apply for an AAQHC credential as a Fellow. New members can simultaneously apply for membership and Fellowship. Applicants who meet the criteria are required

to demonstrate their leadership at a senior or strategic level in the areas of safety, quality and or risk management and to meet all requirements. This requires applicants to hold a senior position within the health industry and to have a broad understanding of national trends and issues in the areas of patient safety and quality.

**Credential period:**

The credential once obtained continues whilst the credentialed member remains a financial AAQHC member. On renewal of membership the credentialed member will need to declare in writing that they have maintained ongoing professional development activities.

**Cost:**

The application fee for Fellowship is \$150 plus GST. The fees are used to support the Professional Development Committee and to promote the award at industry events.

**Privacy:**

Applications are confidential between the applicant, the PDAC and the Secretariat and are managed in accordance with the AAQHC privacy policy that is available on the AAQHC web site.

**Assessment conditions:**

The award of Fellow signifies achievement of the highest standards set for AAQHC members. Applicants must satisfy the following criteria to advance to application for Fellow. They must:

1. Fulfil the components of the mandatory domains in the credentialing application followed by
2. Address the elements of the criteria below (maximum of 1200words).

**Management and Leadership**

Outline and provide evidence (300 words) of your contribution to improve patient safety and quality or safety and quality systems at a strategic high organisational level in one or more of the following areas:

- Risk Management
- Safety
- Quality
- Education
- Research

Provide an outline of how your leadership has strategically advanced quality and safety within your organisation – 200 words

**Contribution to the quality and safety profession**

Provide a list of published or unpublished work for example an article in a peer reviewed publication (National, international) and or a national newsletter, being invited to be plenary or keynote speaker on a topic related to safety, quality, risk or business management in health care, having an abstract accepted for presentation as a concurrent conference presentation on safety,

quality or risk management in healthcare.

Provide an example of how you have contributed to the professional development of other health professionals in the principles of quality and safety or where you have mentored a new and emerging leader in safety and quality. (200 words)

### **Knowledge of contemporary issues in safety and quality and risk in healthcare**

Using a selection from the list below provide an opinion piece about one of these contemporary issues affecting quality, safety or risk within the current Australian health care system. (500 words).

- a. Patient Centred Care is being promoted as being an integral component of patient safety – what do you see as the barriers for successful implementation? What benefits have you seen for patients and organisations who are committed to this concept?
- b. There have been many articles written about the need for a just open and transparent culture of patient safety in health care organisations. How would you assess if a just culture is present, what are the indicators that would support that leaders are committed to this principle?
- c. Resistance to antibiotics continues to be of concern for countries, health leaders and clinicians. Using your own experience what strategies have you used in your organisation to raise awareness and reduce usage. What are the barriers that have prevented improvements, what strategies have been more successful than others?
- d. Poor communication between health professionals and between health professionals and patients continues to contribute to adverse events. How can we create more expert empowered patients and carers; how do we improve communication between teams and particularly where the care is transferred to another provider?
- e. There has been a lot of discussion about Safety 1 learning from what we did wrong and Safety 2 learning from what we did right. How do we ensure that we can incorporate and share both methods within contemporary health care systems?

### **Important points to consider and note:**

An applicant should seek advice from the PDAC Registrar or representative about their eligibility prior to submission. Applications for Fellow can be submitted any time during the year.

The Fellow application is totalled to indicate a potential maximum score of 205 points Applicants achieving less than 135 points are not eligible to progress to fellowship.

The applicant can lodge their application and evidence via the web site. This is then sent to the Registrar for initial review. Where required the Registrar may seek additional evidence from the applicant.

The PDAC Committee will assess your application and make a recommendation to the AAQHC Council. All of your evidence is carefully considered to ensure your application meets the requirements to meet Fellowship status. The names of the AAQHC Council are also provided to applicants to ensure that any conflicts of interest are identified. Council members are also required to identify any conflicts prior to being provided with applications.

**Outcomes:**

Within 3-week period applicants are notified of the outcome. If an applicant is unsuccessful they will be invited to a debrief in a timely manner as possible. Where points do not meet the required amount an award of Associate Fellow will be considered. There is also an appeals process available.

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

**Appeals process:**

If the applicant is not successful and wishes to appeal an Appeals Committee will be convened by the AAQHC President. Any decision made by the Appeals Committee is considered final.

**Contact details and information:**

See the AAQHC website [www.aaqhc.org.au](http://www.aaqhc.org.au) for details of the Board and PDAC

Details of Associate Fellowship will be in the next Newsletter

## 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](http://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:**

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

5% discount on all CPD courses Website [acn.edu.au](http://acn.edu.au) for details on all the courses offered by the college Remember to state membership of AAQHC

### 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](mailto:aaqhc@aaqhc.org.au)