

AAQHC Newsletter

A Voice For Safety and Quality

JULY 21, 2016

VOLUME 1, NUMBER 4

*"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

I hope 2016 is treating all members well. The members of AAQHC Council have commenced 2016 working to develop and enhance the services for AAQHC members.

The Mentoring Program has continued to progress well with both Mentors and Mentees reporting benefits from their involvement. We encourage anyone interested in finding out more about this program or interested in participating, to visit the website www.aaqhc.org.au or contact us at aaqhc@aaqhc.org.au.

The Professional Development - PDAC program and Credentialing opportunities are continuing to be developed and we are eager to progress to offer assessments.

We commenced the year with a planning session to establish our business plan for 2016. We identified key areas to concentrate on including: "Governance and Finance", "Membership Management and Communication", and "Valued Products and Services". We have made excellent progress in all areas and will continue our efforts to work through our plan to achieve our goals for 2016. We are very interested to hear from members with suggestions of priorities for the future of AAQHC.

During 2016 we will be introducing face to face training sessions in states other than Victoria. We recognise that sessions held by the Victorian Committee (VHQA) have been extremely successful and well supported by members. Our first "interstate" session is planned for 11th November 2016 in Sydney. This forum will coincide with the AAQHC AGM. Please keep an eye out for the details on the website and by email.

Membership renewals are coming due at the moment and there have been some special "discount" deals offered at times – watch for details in the emails from AAQHC. There will also be offers and special deals that coincide with conferences and seminars that AAQHC are present at or running! I'd also encourage members to consider referring a friend or colleague to join AAQHC and help us to rebuild the Association.

AAQHC will have a stand at the upcoming APAC Conference. Drop by and see us during the two days.

Belinda Westlake
President AAQHC

[Invite your friends to join us](#)

AAQHC

Contact us at

aaqhc@aaqhc.org.au

POSITION VACANT

AAQHC needs a member to take over the role of EDITOR of the Newsletter. Unfortunately Beth has had to resign from this role and we now need a new Editor. This role is supported by the council members and is an excellent opportunity to network with other Quality Managers. If you are interested please contact : aaqhc@aaqhc.org.au

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

When writing your article for the Newsletter – use clear and direct language and if possible use the following headings (if appropriate):

- Background (clear description of problem trying to solve)
- Initiative/change implemented (can describe the who, and what of the action)
- Evaluation – evidence that made a difference to the problem that you were trying to solve
- Learnings for others

Advice and support can be gained by emailing: aaqhc@aaqhc.org.au

Australian Commission on Safety & Quality in Health Care

Regulation Impact Statement (RIS) and DRAFT National Safety and Quality Health Service Standards version 2

The Australian Commission on Safety and Quality in Health Care (the Commission) is inviting comment from interested individuals or organisations on the consultation Regulation Impact Statement (RIS) regarding the National Safety and Quality Health Service (NSQHS) Standards.

The NSQHS Standards were developed by the Commission in consultation and collaboration with a wide range of stakeholders, including patients and health professionals. Health ministers endorsed the NSQHS Standards in 2011 and mandated their implementation in all hospitals and day procedure services across Australia. The initial evaluation of version 1 of the NSQHS Standards indicated that the Standards are making a difference in health service organisations.

The Regulation Impact Statement (RIS) requires consideration of all feasible options for regulatory change. Three options are presented for consideration:

Option 1 involves health service organisations continuing to use Version 1 of the NSQHS Standards for a further three years, followed at that time by a review of the

Standards. Existing implementation resources would continue to be available to health services and the processes in place for assessment under the Standards would remain unchanged.

Option 2 involves health services implementing Version 2 of the NSQHS Standards from 2018–19 by developing or adapting current safety and quality systems to address all of the new actions in Version 2. Version 2 of the Standards is a revision of Version 1 but has only 8 Standards and 148 actions, compared with Version 1, which has 10 Standards and 256 actions. Approximately 65 per cent of the content is consistent with the requirements of Version 1 of the Standards, and 35 per cent is new content. It has much greater focus on risk related to mental health, cognitive impairment, end-of life care, health literacy and Aboriginal and Torres Strait Islander health. There is also a greater focus on integrated risk screening and comprehensive care planning. Version 2 has much less duplication of actions compared with Version 1 of the Standards.

In line with COAG requirements a third option (which is not considered to be feasible by the Commission) is also included. This option is a modification of option 2, where a limited number of standards from Version 2 of the NSQHS Standards are released.

The Commission is seeking feedback on the preferred option as well as the costs and benefits of implementing version 2 of the NSQHS Standards. The information collected from this consultation process will be submitted to health ministers along with the final version of the NSQHS Standards for their consideration.

The consultation documents can be downloaded from the Commission's website. <http://www.safetyandquality.gov.au/our-work/accreditation-and-the-nsqhs-standards/current-consultations/>

All submissions must be received by close of business on **5 August 2016**.

Victoria's - Health incident reporting improvement project

What is the health incident reporting improvement project?

The project is a comprehensive revision of the current health incident data system, also known as VHIMS. The current VHIMS data set and incident classification model are being fully revised and consolidated. The incident and consumer feedback modules are being redeveloped. The approach to occupational health and safety (OHS) incident reporting is being fully revised.

Prototype released

The health incident reporting system prototype, a 'model' site designed for testing and feedback purposes, was released to the ten pilot sites in March and April. The prototype is the product of extensive consultation with sector experts, key stakeholders and an independent review by the Australian Patient Safety Foundation. The prototype provides an opportunity for frontline staff to experience the new health incident reporting system and to provide feedback which will guide system improvements.

VHIMS 2

VHIMS 1

Sometimes the grass IS greener

Following site visits, which were completed in early March, pilot sites have been given a package of information to support the prototype phase. This pack includes a catalogue of 130 scenarios.

After their prototype phase, work with the pilot sites will focus on local preparation for implementation of the new system, including review of existing customisations and local reporting requirements.

Human Factors Review

The Australian Patient Safety Foundation has systematically reviewed the health incident reporting system user interface to assess how user-friendly it is. Their review has made recommendations which will inform improvements to the system.

Project queries

Should you have any queries concerning any aspect of the above, please contact Brooke Treacher (03 9096 7938) or Paul Dynan (03 9096 0909) or email the project team at vhims2@dhhs.vic.gov.au.

Information is also available at: <http://bit.ly/newVHIMS>

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
- 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

YOUR AAQHC MEMBERSHIP RENEWAL

The benefits of membership include :

- The AAQHC Mentoring Program developed for members to support career and professional development
- The AAQHC Professional Credentialing Program – This provides personal recognition of your commitment to patient safety and continuous improvement
- A quarterly newsletter – be kept up to date with State, National and International events and initiatives.

Over the past 12 months, AAQHC has undergone many exciting changes and we look forward to your continuing membership.

The membership fee for 2015/2016 will be at a continued decreased rate of \$185.00 payable via the AAQHC website. Current members will be sent a renewal notice on their anniversary.

Upcoming Educational Events

Monday September 26th 2016	The Centre of Research Excellence in Patient Safety presents Be your Best: Promoting Health and Preventing Falls in Older Adults
5th APAC Forum	12th – 14th September, Sydney Asia-Pacific's premier health conference. Speaker abstracts now called for. Early bird registration is open.
VHQA	is holding its next workshop on Monday the 24 th of October in Bendigo at the All Seasons Hotel. The workshop will be titled: Changes to Clinical Governance in Victoria. A flyer with the speakers and registration details will be coming out soon.
ACHSM/ACHS	26-28 October, 2016, Queensland Joint Asia-Pacific Annual Congress. The Health Leadership Challenge – Making Things Happen. Submissions for abstracts are now open.