



AAQHC Newsletter

A Voice for Safety and Quality

MAY, 2020

Contact us at
aaqhc@aaqhc.org.au

President's Message

Dear Members

As the COVID-19 pandemic continues to create extraordinary disruption to our society, we understand how many of you are facing this crisis daily.

AAQHC is here to assist you in transitioning out of this time by offering assistance in the form of free webinars and up to date bulletins containing current information. These tools are designed to offer assistance and ensure you are receiving the most current information to assist you in your day to day work.

We will also continue to offer access to the Clinical Excellence Commission website to access their tools of interest. These can be sought using the *How to Access the Forum Page on the AAQHC Website* instructions below.

The Australian College of Nursing free membership for one AAQHC member is available; see details below, applications must reach the AAQHC by **Thursday 31st May 2020**.

AAQHC is committed to assisting all Quality Managers in this difficult time.

If you need any assistance please do not hesitate to contact us at aaqhc@aaqhc.org.au. We will answer as soon as possible.

Keep safe in this difficult time.

Cheers

Robyn Quinn
President

AAQHC WEBINARS

Are you committed to the improvement of quality and safety in healthcare?

Then sign up for our upcoming free webinars!



“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

Topic	Date
Planning for Recovery - COVID 19	5 th June 10:30am EST
Understanding Business Continuity Planning and links with national standards	19 th June 10:30am EST
Demystifying Standard 5: Comprehensive Care	26 th June 10:30am EST

Register at aaghc@aaghc.org.au

AAQHC Non-member rate \$25.00

See attached Flyer to publicise the upcoming webinars.

And the Winner Is!

AAQHC Council would like to announce the winner of the competition to attend the **International Forum on Quality and Safety in Healthcare**.

Margo Carberry, Community Health Manager at the Narrabri District Health Service has won the chance to attend the Forum.

[The International Forum in the Asia Pacific Region](#) showcases internationally recognised keynotes and addresses regional needs, bringing the best of international learning to the region.

The event aims to bring together healthcare professionals who share a concern and a passion for improving quality and safety in healthcare, to provide the opportunity for healthcare professionals to publish their work as a poster or to be a speaker, to share and learn best practices, meet peers and build international connections.

Consumers Health Forum of Australia

Members will be aware AAQHC provided a number of suggestions to the draft Consumer Health Forum Position Statement designed to provide advice on ethical issues arising from the COVID-19 pandemic and what action to take in response.

We are delighted to advise, following reading of the final statement that the majority of our suggestions to strengthen the Position Statement have been accepted and included in the final document.

We understand the paper was recently presented to the National COVID-19 Health and Research Advisory Council and the Chief Medical Officer.

This supports our objective of ensuring we make efforts to have a voice in key policy documents. A copy of the final position statement and our response is attached to this Newsletter email as well as held within the resource section of the AAQHC [website](#).

Coronavirus Information Links

Keeping up to date with the latest news on Coronavirus can be difficult, however, the following links may be useful:

Australian Government Department of Health

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

ACT

<https://health.act.gov.au/public-health-alert/updated-information-about-covid-19>

NSW

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

VIC

<https://www.dhhs.vic.gov.au/coronavirus>

TAS

https://www.dhhs.tas.gov.au/publichealth/communicable_diseases_prevention_uni/infectious_diseases/coronavirus

NT

<https://health.nt.gov.au/news/coronavirus>

SA

<https://health.nt.gov.au/news/coronavirus>

WA

<https://www.healthywa.wa.gov.au/coronavirus>

An Interesting Read

Attached to this Newsletter email are two articles that, although quite different, both present thought-provoking concepts.

The *CODE: a practical framework for advancing patient-centred code status discussions* reflects that code status preference is frequently ignored, misunderstood or improperly documented, which represents a real patient safety issue resulting in preventable harm. Every patient admitted to a hospital, scheduled for a procedure or facing a life-limiting illness potentially confronts a decision about cardiopulmonary resuscitation (CPR).

The *Creating a pathway for public hospital accreditation in Rwanda: progress, challenges and lessons learned* article presents the difficulties of introducing accreditation into the Rwanda system.

Health systems worldwide have embraced hospital accreditation as a mechanism for bolstering patient safety and quality. Though interest in hospital accreditation in low-and-middle income countries (LMICs) is growing after decades of focus on high-income countries, uptake and success of accreditation initiatives in LMICs has been variable. This paper summarises the experience of Rwanda, an East African country of 12 million people, in developing its own national hospital accreditation system.

Healthcare Leaders Forum

21–22 October 2020, ICC Sydney

The [Healthcare Leaders Forum](#) has recently secured the involvement of two highly relevant keynote addresses, from Dr Jerome H Kim, Director General, International Vaccine Institute (KOR) and Robert Morris, Chief Technology Strategist, Ministry of Health Office for Healthcare Transformation, Singapore (SNG).

They will be joined at the Forum by Hans Erick Henriksen, Chief Executive Officer, Healthcare Denmark (DNK) and Kalle Killar, Deputy Secretary General E-Services and Innovation, Ministry of Social Affairs, Estonia (EST).

Register [here](#).

ACHS CEO Message of Support to Healthcare Services

Recently the ACHS CEO, Dr Karen Luxford sent a message of support to healthcare services.

You can view the message [here](#).

Advance Care Planning

[Advance care planning](#) is a routine part of a person's health care. When a person's values are discussed openly, their healthcare preferences can be respected at a time when they cannot voice their decisions.

It's an ongoing process that needs cooperation between individuals, their families, care workers, and health professionals as well as community organisations and healthcare organisations.

Advance Care Planning Australia is a national program that provides information and resources to individuals, care workers and healthcare professionals to improve this cooperation. Find out more about Advance Care Planning Australia [here](#).

Free Online Palliative Care Training

The AHHA runs free online, CPD accredited, palliative care training, accessible anytime and anywhere.

This training is aimed at anyone working in aged care, acute or primary care, assisting a loved one with a life-limiting illness or has a general interest in the topic.

Register [here](#).

Updates to ISO 31000 Risk Management Standard

The opening words to this standard are very pertinent to today's environment. Who would have thought in 2018 when this standard was revised how pertinent it would be today!!

“We live in an ever-changing world where we are forced to deal with uncertainty every day. But how an organization tackles that uncertainty can be a key predictor of its success”.

Members should be aware for policy updates that this standard was revised in 2018 (last version 2009) and has a more contemporary approach for system requirements.

The diagrams also provide a useful reference for training purposes.

The Standard is available at www.iso.org.

Using the Delphi Method to Engage Stakeholders in COVID-19 times

The Australian Healthcare and Hospitals Association (AHHA) recently published an way of engaging with stakeholders.

‘An effective methodology that the AHHA has used to engage stakeholders where face-to-face contact is not possible is the Delphi method’, says AHHA Chief Executive Alison Verhoeven.

The AHHA article suggests the method works on the premise that group opinion is more valid than individual opinion. It is especially useful for obtaining and integrating the opinions of a group of expert individuals about a complex problem or issue - particularly where there is incomplete knowledge.

The use of the [Delphi method for remote consultations](#) discusses considerations when designing engagement activities, including leveraging strengths, mitigating risks, and adapting the method to best meet the purposes of the engagement.

‘The Delphi method has been criticised by some as a move away from quantitative scientific evidence to qualitative opinion. However, for many issues, COVID-19 included, quantitative evidence can be lacking or inconclusive, yet it’s important that good decisions based on collective expertise be made right now.

‘The Delphi method has been proven to yield good, defensible results. Nevertheless, good question design, collation of responses, research and dissemination of outcomes are critical, as is the administering team’s ability to construct further questions to support experts in re-evaluating their original responses.’

The AHHA’s ***Just Health*** consultancy services are available to support organisations undertaking consultation processes. More information is available [here](#).

The Australian Commission on Safety and Quality

The Commission has released new guidance, available [here](#), addressing Non-tuberculous *Mycobacterium* associated with heater-cooler devices

For noting, the Commission recommends a range of actions for health service organisations to consider, including those relating to Governance:

A senior person should be designated within the local health service organisation to coordinate response strategies such as:

- Identifying and testing relevant equipment

- Ensuring the results of confirmed *Mycobacterium chimaera* contamination are reported to the TGA, the manufacturer of the device, and the relevant state or territory government contact (see Section 7 for contact details)
- Establishing policies and procedures to minimise exposure risk to patients, and to enable service continuity. Guidance in this regard is provided in Sections 2 to 6
- Communicating the potential for risk and local response strategies to senior management, relevant clinicians and primary health providers. This may include the hospital executive as well as infection prevention and control, infectious diseases, cardiac surgery, perfusion, anaesthesia, clinical microbiology and anatomical pathology services
- Ensuring systems for maintaining records of HCD testing, maintenance and use are in place (Section 3).

If this equipment is applicable to your organisation the full guide should be tabled at an infection prevention and control meeting.

In terms of accreditation evidence, a suggestion would be to include this as part of 3.12a, noting also the links with:

3.1a – policies and procedures

3.1b – risk management

3.4 – possibly – 3/12 surveillance of the testing of the device.

AAQHC Member Benefit

AAQHC's annual affiliation benefits with the Australian College of Nursing provides one complimentary membership to the ACN. We are offering this opportunity to our members and to be eligible to apply you need to be:

- A Registered Nurse, Enrolled Nurse or Midwife registered with the Nursing and Midwifery Board of Australia (NMBA).

What you need to do:

Just follow the simple application requirements below for a chance to win the fully paid ACN membership.

Application Requirements:

1. Send 100 words or less to aaqhc@aaqhc.org.au outlining how this membership would be of benefit to you.

Applications must reach the AAQHC by **Thursday 31st May 2020**.

2. Within one month following the membership expiry, provide a short overview of the benefits gained by receiving the membership. This will be published in the July 2021 AAQHC Newsletters.

Note:

- The successful applicant will be notified via email from the AAQHC and announced in the July 2020 AAQHC newsletter.
- Applications will be judged by members of the AAQHC Council.
- No enquiries will be entered into, the decision of the judging panel will be final.
- For information on membership to the ACN visit <https://www.acn.edu.au/membership>.

The Australian Healthcare Week

The Australian Healthcare Week team continue to provide a platform for the healthcare community to come together to collaborate and learn in lieu of their physical events.

The unprecedented emergence and impact of COVID-19 is putting immense strain on Australia's hospitals and healthcare system. In times such as these, ensuring hospitals can operate as efficiently and effectively as possible is critical – and digital has a big role to play in this.

Digital Healthcare in the Age of Coronavirus is a half day online event that will bring together key leaders in digital healthcare to explore the strategies and tools they are using to innovate and roll out new technologies to improve health outcomes and drive operational efficiency against a COVID-19 backdrop.

Sign up today and take a deep dive into the strategies healthcare organisations have initiated in order to respond to times of crisis, and the learnings they have found along the way.

The Patient Activation Measure (PAM), How it is being used in various healthcare settings including hospitals and general practice.

Date: 3rd June, 12:30pm - 1:30pm

The Australian Centre for Value-Based Health Care invites you to join us for an engaging free webinar hosted by Associate Professor Michael Greco of Griffith University and CEO of Patient Opinion Australia featuring practical case study examples of health care services that have successfully implemented Patient Activation Measures (PAMs).

To register [click here](#).

Using patient-reported outcome measures (proms) to guide clinical care

Date: 1st July, 12:30pm - 1:30pm

The Australian Centre for Value-Based Health Care is pleased to present a webinar exploring the use of Patient-Reported Measures (PROMs) in guiding clinical care. Join Professor Rachel Morton, Director of Health Economics and Robinson Fellow at the NHMRC Clinical Trials Centre University of Sydney and President, Health Services Research Association of Australia and New Zealand (HSRAANZ), to discuss recommendations developed by HSRAANZ to guide the implementation of PROMs in clinical care.

To register [click here](#).

As a reminder!

Recent AAQHC Bulletin Articles

COVID-19 Infection Control Training

The Australian Government Department of Health is promoting a 30-minute online training module which covers the fundamentals of infection prevention and control for COVID-19.

It is aimed at health care workers in all settings including:

- hospitals
- primary care
- aged care (both in residential aged care facilities or with visiting carers at home, including cleaners and cooks)
- disability (both in residential/shared care facilities or part-time carers in people's homes, including cleaners and cooks)
- allied health
- Aboriginal Community Controlled Health Services
- pharmacies
- dental practices, including dentists, nurses, cleaners and receptionists

The module covers the fundamentals of infection prevention and control for COVID-19 including:

- COVID-19 – what is it?
- Signs and symptoms
- Keeping safe – protecting yourself and others
- Myth busting

You can register via the link:

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Age Care Worker Training modules

Five modules including the Personal Protective Equipment (PPE) module above is also available as part of the Department of Health's eLearning program for age care workers.

The training includes Personal Safety, Families and Visitors, Outbreak Management and PPE.

[Click here to register and access the training modules.](#)

Australian Commission on Safety and Quality in Health Care

The Commission is seeking feedback on the draft *National Safety and Quality Health Service (NSQHS) Standards User guide for health service organisations providing care for patients from migrant and refugee backgrounds* (the user guide).

This user guide provides information for health service organisations on recommended approaches to delivering culturally responsive care that is safe and of high quality to patients from migrant and refugee backgrounds.


It contains practical strategies and examples for improving care for people from migrant and refugee backgrounds.

Consultation will run until Tuesday 30 June 2020.

The document and feedback process can be access [here](#).

The only three numbers you need to know in healthcare

What is preventing the health system from providing better care to patients?



60% of healthcare is evidence-based
30% is waste
10% is harm

Professor Jeffrey Braithwaite, declares that while hospitals and the health system are innovating to meet new challenges every day, performance has flatlined.

His research points to a three-pronged challenge standing in the way of progress:

- 60% of care on average is in line with evidence- or consensus-based guidelines,
- 30% is some form of waste or of low value, and
- 10% causes harm to patients.

The latest issue of the *Australian Institute of Health Innovation (AIHI) Innovate* explains an exploration of these issues and strategies for the future are explored in the open access BMC Medicine article [“The three numbers you need to know about healthcare: the 60-30-10 Challenge”](#) by Professors Jeffrey Braithwaite and Johanna Westbrook from AIHI and Professor Paul Glasziou from Bond University.

Latest News from Aged Care

The Aged Care Quality and Safety Commission’s [Aged Care Quality Bulletin](#) for May has been released.

The Commissioner says that while the current trends in relation to the COVID-19 pandemic are broadly reassuring across Australia, there are still very serious risks for older Australians, which means we must not relax our current vigilance.

The Commission is continuing to adapt its regulatory response to keep consumers safe and to provide guidance and support to providers in delivering safe, effective, compassionate and high-quality care.

The latest Departmental information on COVID-19 can be found in the [national guidelines for the prevention, control and public health management of COVID-19 outbreaks in residential care facilities](#) developed by the Communicable Diseases Network Australia (CDNA).

Other information can be obtained via a [fact sheet on outbreak management in residential aged care facilities](#).

Aged Care State and Territory Emergency Contacts

Age Services should inform the Federal Department of Health of any confirmed COVID-19 cases via agedcareCOVIDcases@health.gov.au – this will facilitate Australian Government support for PPE and staff supplementation.

The Department can help with information on resources to manage an emergency or service delivery issues. If providers need urgent assistance outside of normal business hours the department can be contacted in the relevant state on:

- Victoria / Tasmania - 1800 078 709
- New South Wales / Australian Capital Territory - 1800 852 649
- South Australia - 1800 288 475

- Queensland - 1800 300 125
- Western Australia - 1800 733 923
- Northern Territory - 1800 355 348

Australian College of Nursing Affiliation

AAQHC has established an affiliation with the Australian College of Nursing.

The benefits to AAQHC members through ACN Bronze Affiliation include:

- Discounted Affiliate membership rate for all nurse employees/members (a saving of \$78 per *General* membership).
- 5% discount on all CPD courses.
- Partner logo on ACN Affiliate webpage.

As part of the affiliation the AAQHC receives an Affiliate Newsletter, you can access it [here](#).

The ACN asks if you or your colleagues have any stories that you would like to share with them in light of COVID-19 for promotion in ACN publications, please get in touch with them to profile these nurses and help raise the voice of the profession even further.

The ACN has also released living guidelines for the clinical management of COVID-19 that are evidence based can be found [here](#). These are reviewed and updated where necessary weekly.

Aged Care Visitor Access Code

An [Industry Code for Visiting Residential Aged Care Homes during COVID-19](#) has been released by aged care peak bodies and consumer advocacy organisations.

The Code creates a nationally consistent approach that ensures residents can receive visitors while minimising the risk of spreading COVID-19. The

Code was finalised after public consultation with consumers and aged care providers.

The Code includes the respective rights and responsibilities of providers, residents and visitors. It also outlines that residential aged care services should allow residents to meet their visitors in a way that minimises the risk of COVID-19 being introduced or spread within a residential facility.

Applying for Fellow or Associate Fellow Credentialing

**Applications are now being accepted for the program in 2020.
This is a great way to receive recognition for your role in quality.**

Have you considered how an Associate Fellowship or Fellowship could boost your career and professional development in safety and quality?

AAQHC's credentialing program is unique to professionals working in the Australasian health care, aged care, community, general practice and mental health sectors.

Our program supports quality managers and health professionals with an interest in or responsibility for safety and quality programs.

Visit our web site for application details including criteria for assessment.

Take the challenge and reap the rewards!

In recognition of the vital role of safety and quality professionals in health systems the AAQHC credentialing program which is *unique* and *Australian designed*, provides for personal recognition at Associate and Fellow levels. The objective of both awards is to increase the recognition and value of these safety and quality roles.

Current and new members are eligible to apply for credentialing as a Fellow or Associate Fellow.

Go to <https://www.aaqhc.org.au/> click on the Credentialing tab and you will find all that you need to know about becoming a Fellow or Associate Fellow.

If you would like more information, please contact aaqhc@aaqhc.org.au and one of the Credentialing committee members will contact you.

How to Access the Forum Page on the AAQHC Website

- Go to the Membership tab and click Member Log in,
- After logging in,
- You will then see the Forum tab in the upper left corner,
- Click on this tab you will be able to access the slides from webinars as well as the CEC access addresses.

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 staff involved in quality 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: newsletter@aaqhc.org.au

Disclaimer

The AAQHC endeavours to ensure all information in this newsletter is correct at the time of publication. Where information may not be current the AAQHC sincerely apologises.