



Australasian Association  
for Quality in Health Care

# AAQHC News Bulletin

A Voice For Safety and Quality

JUNE #3, 2020

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## Bulletin for your information

### SPECIAL OFFER FOR AAQHC MEMBERS

#### **New! – Quality System Roadmap Course**

*Dr Cathy Balding*

#### **My quality lightbulb moment - I had it all the wrong way around**

You've probably heard, or read me, talking about my various lightbulb moments as I was piecing together the quality system jigsaw over many years of work and study - trying to create something that focused on creating great care rather than creating paperwork.

One of my big lightbulb moments through this process was when a staff member said to me "perhaps if you started with us, rather than the paperwork, you might get a bit further"! I took a step back and - yep - she was right - when we wanted to change or improve something, we started with the process: policy, procedure, form, checklist; and then we'd attempt to shoe-horn people into it.

I realised that this had been my default approach for years - and it mostly resulted in a frustrating role and people running away from me in corridors. I still see it everywhere I look today - with the same frustration and lack of progress.

There had to be a better way! - but it wasn't until I studied how complex systems - i.e., our organisations across health, aged and human services worked that I realised what that was. I'd found the missing piece of my quality system jigsaw.

**I developed my new online course, the Quality System Roadmap, to pull together all the essential elements of successful change and high performance that I've learned - and experienced - since then.**

**QSR is the only quality system course that teaches a step by step strategic map to take you from where you are now to where you want to be - leading high-quality care and services with every person, every time.**

*"We now accept the fact that learning is a lifelong process of keeping abreast of change".*

*~Peter Drucker*

**The course is now available for AUD \$197 (plus GST) and includes:**

- **Five short online modules where I teach my best content in six actions and six accelerators for building a strategic quality system.**
- **A QSR Resource Pack** including:
  - the course slides
  - summary sheets for each module
  - the eBook version of my book *The Point of Care* (which tells the story of how one leader used the QSR to take an organisation from ordinary to extraordinary)
  - my one-page Strategic Quality System Model
  - my one-page Quality System Performance Assessment Tool
  - Certificate of Completion.

### **BONUS!**

**Purchase the course and login by COB July 10<sup>th</sup> and you'll also receive two of my best tools to support your leadership for great care:**

- Strategic Quality System Framework Structure Template, and
- Quality System Manager and Director 'Must Haves': key skills required at both Manager and Director levels for leading and managing a strategic quality system (great for recruitment and professional development planning).

### **PLUS**

- **Purchase before 24/6** and get access to a one-hour webinar with me on Frequently Asked Questions about the 'Twin Towers' of strategic quality system success: 'Motivation and Measurement' (and you can submit a question!)

**I look forward to navigating the Quality System Roadmap with you!**

**Note:** *So I can flag you as an AAQHC member customer, please include AAQHC after your name when you create your course membership login details after purchase.*

**AAQHC will also recognise completion of this course for our credentialing program to Associate or Fellow status.**

**Here's what some QSR 'road testers' had to say:**

"I have been involved in creating tools, resources and improvement projects, but didn't have an appreciation of how important the overall system and governance are to achieving long-term improvements for patient care until I came across Cathy's strategic quality system resources." - **Trish Roberts, Transfusion Nurse Consultant, Australian Red Cross Lifeblood**

"Cathy is a master at conveying information on quality systems, drawing on her extensive experience and providing practical examples to demystify clinical governance. Health care workers strive to provide high quality care and Cathy's modules supply the tools and knowledge to assist organisations to consistently achieve best care." - **Dr Narelle Watson, Director Quality, Safety and Patient Experience, Western Health**

"I have worked with hundreds of staff and clients on the strategic quality system and find that this method brings quality to life. To many, quality is seen as the Quality Manager's responsibility. The Quality System Roadmap demonstrates everyone's specific responsibility for great care, every person, every time." - **Anne Maddock, General Manager Clinical Governance, Community Support Inc.**

"The pace and delivery of the modules are fantastic and it feels like you are in the room with Cathy. The exercises are clearly laid out and give an opportunity for group learning along with the online delivery. As a HR Leader it is reassuring to see the connection of governance, people and purpose." - **Dawn Griffiths, General Manager People & Culture, Regis Aged Care**

**More to come!**

AAQHC plans to offer a scholarship to AAQHC members to complete Cathy's great course.

Watch out for upcoming Bulletins for further information.

## AAQHC WEBINARS

Reminder to Register

Free to AAQHC Members



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

AAQHC Non-member rate \$25.00

| Topic   | Date                              |
|---|-----------------------------------|
| <b>Understanding Business Continuity Planning</b> and links with national standards | 19 <sup>th</sup> June 10:30am EST |
| <b>Demystifying Standard 5:</b><br>Comprehensive Care                               | 26 <sup>th</sup> June 10:30am EST |

### Note:

The webinars **Planning for Recovery - COVID 19** and **Deferred Assessment Planning** are now available on the [AAQHC website](#).

### 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 right corner,
- Click on this tab you will be able to access the slides from webinars as well as the CEC access addresses.

Contact us at  
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