



# AAQHC News Bulletin

A Voice For Safety and Quality

MAY, 2020

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

*~Peter Drucker*

## Bulletin for your information

### **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](mailto: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

## **Consumers Health Forum of Australia**

The Consumers Health Forum of Australia has asked their members and colleagues to comment on a Position Statement which is designed to provide advice on ethical issues arising from the COVID-19 pandemic and what action to take in response.

On behalf of members the AAQHC Council will provide comments on the paper. Usually such feedback would be sought from AAQHC members, however timeframes are short and things are moving very quickly with feedback due Tuesday 12 May.

The paper will be presented to the National COVID-19 Health and Research Advisory Council and the Chief Medical Officer next week.

*Contact us at*  
[aaqhc@aaqhc.org.au](mailto:aaqhc@aaqhc.org.au)