

Emergency Care Clinical Network News

July 2009

Welcome

Welcome to the latest edition of Emergency Care Improvement and Innovation Clinical Network (ECIICN) news.

For more information on the Networks activities visit our website at:
www.health.vic.gov.au/clinicalnetworks/emergency

What's happening

Chest pain project - off and running!

Work on the Networks chest pain project is well underway. Seventeen emergency departments (EDs), both metropolitan and rural, have confirmed their participation in the project and submitted project plans. We have commenced data collection and analysis of processes and changes needed. The enthusiasm of local teams is reflected in the work already submitted, the requests for published articles, and phone calls to discuss local issues.

Analysis of pre-change data from several hospitals shows some surprising and not-so-surprising findings. Few chest pain patients are risk stratified and ED stays of seven to eight hours are common, with very wide variation. Early feedback suggests that the project will have important implications for clinical practice and patient outcomes, so please keep sending your information!

The power of project management

One of Network's objectives is to enhance staff capacity for change management. An introductory project management workshop was held on 23 June 2009 to assist clinicians to conduct effective projects in their workplaces.

The workshop filled to capacity, attracting 32 participants from both rural and metropolitan EDs. Consultants from project management training company, Proteus, introduced participants to the key principles of project management, including the role of the project manager, the project life cycle, building great project teams, conflict management, communicating with stakeholders, and selling the change.

Feedback on the day was positive, and many participants expressed a desire for additional training. Thank you to all participants for your enthusiastic involvement in the day.

Information technology and ED design



Barwon Health ED hosted an information sharing morning on Friday 8 May 2009. The session provided an overview of key features of **Symphony**, an electronic patient record system, and insights into the design and redevelopment of Geelong Hospital's new ED. There was an opportunity to discuss the successes and key learning's of these processes. Participants gained valuable 'food for thought' for their own journeys into new IT systems and ED design. Thanks to David Eddy and his team for a stimulating morning.



What's next

Clinical leadership forums

Recognising that effective clinical leadership is critical to enhancing staff capacity for service improvement, we plan to conduct a series of forums for senior ED leaders. The first of these, **Leading the leaders**, was held on 21 April 2009, attracting 49 participants from EDs across the state.

The program included presentations on effective leadership, high performing teams, and the complexities of ED leadership. There were also interactive sessions exploring leadership experiences and challenges. Speakers (pictured above) included Professor Hugh MacLeod, Senior Fellow, Centre for Health Sector Strategy–Rotman School of Management, University of Toronto; Professor George Braitberg, Director of Emergency Medicine, Southern Health; and Dr Sally McCarthy, Director of the Department of Emergency Medicine, Prince of Wales Hospital, New South Wales.



Safe use of medicines

We are currently planning a seminar focusing on minimising harm in the use of medicines. The need for work in this area was confirmed at our inaugural network forum in June 2008. Stay tuned for further information.

Key people



**Associate Professor
David Taylor**

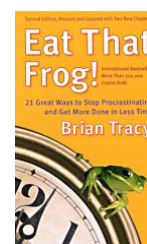
**Steering committee
member**

What do you do and where do you work?

Director of Emergency and General Medicine Research, Austin Health. **Describe your role.** I facilitate and supervise all activities related to clinical research, including my own research. I collaborate with clinicians and researchers in my department, Austin Health, and Victoria and interstate. I am a member of the ACEM Scientific and various research committees, and the Austin Health Human Research Ethics Committee. I supervise under- and post-graduate research students, including BMedSci, MD and PhD students and Emergency Medicine trainees. **What influenced you to get to where you are now?** An emergency physician with a keen interest in research. **What do you like most about your job?** It's very intellectually and creativity stimulating. **What do you like least about your job?** Multiple deadlines and Ethics Committee applications! **What project have you led that has made a difference in the last two years?** Research assessing the effect of topical alkane vapocoolant spray on pain of IV cannulation in ED patients. (BMJ 2009; 338:b215) **What personal attribute led to the success of that project?** Ensuring the design of a simple yet important research question and taking the time to ensure well designed methodology.

A good read

Eat that frog! by Brian Tracy
(published by Hodder & Stoughton)



There's an old saying that if the first thing you do in the morning is to eat a live frog, you'll have the satisfaction of knowing it's probably the worst thing you'll do all day. *Eat that frog!* takes this as a metaphor for learning how to stop procrastinating and make sure the most important things get done.

Useful links

- Australian Resource Centre for Healthcare Innovations (ARCHI)
www.archi.et.au
- Recently updated ED factsheets
www.health.vic.gov.au/clinicalnetworks/emergency

How to get involved

This is your network and there are several ways to get involved. You could:

- contribute your knowledge or expertise to a project
- bring a particular issue to the attention of the network
- contribute to this newsletter with interesting news or upcoming projects.

Website:

www.health.vic.gov.au/clinicalnetworks/emergency

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