

Quality Care Reporting Awards News

Key messages for Health Services – 2003 awards

June 2004 – volume 1, issue 2



Did you receive...

Since the first Quality of Care Reporting Awards News Issue 1 we have sent information and posted on our website www.health.vic.gov.au/consumer:

- the Quality of Care Report Guidelines 2003-2004
- feedback from the Quality of Care Report and Awards Planning Day 2004
- a letter regarding the length and format of the report that should be submitted for awards consideration.

If you have not viewed this information please go to the above website where you can also download the information (for a copy of the letter, please refer to our contact details on page 3).

New data

The following reports have been recently released and may be of assistance to you in benchmarking your Health Service. Please read the graphs and associated information carefully and be mindful of the tips that were provided in the data session at the planning day in March 2004.

Intensive Care for Adults in Victorian Public Hospitals 2002, which includes information on performance and activity and allows benchmarking in relation to length of stay and mortality rates. www.health.vic.gov.au/criticalcare

Victorian Patient Satisfaction Monitor Annual Survey 2002-2003 will soon be available from the website www.health.vic.gov.au/patsat

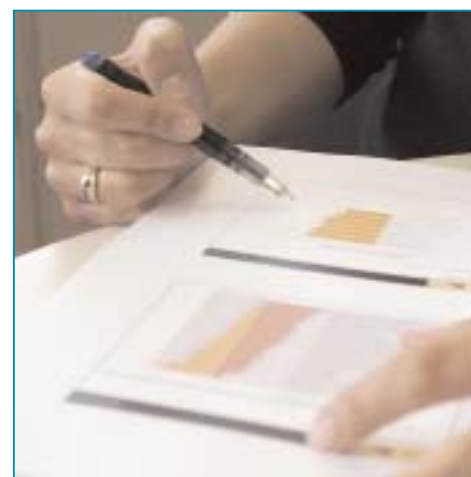
Victorian complaints data quarterly reports can be downloaded from the Health Services Commissioner's website www.health.vic.gov.au/hsc. Keep in mind with this data that it is not a complete sample of Victorian Health Services.

The Hospital Services Reports for September and December 2003 are available on the website www.health.vic.gov.au/hsr

The first Victorian Sentinel Event Annual Report 2002-2003 can now be accessed on the www.health.vic.gov.au/clinrisk website. You may like to look at the eight case studies at the back of the report in relation to lessons learnt.

Inside this issue

Did you receive...	1
New data	1
Consumer participation	2
Policy and strategy	2
Sharing ideas	3
Important dates	3
Contact details	3





Consumer participation

The National Resource Centre for *Consumer Participation's Consumer and Community Participation Self-Assessment Tool for Hospitals* has recently been updated and is now accessible from the website www.participateinhealth.org.au. This tool has been designed to link in with the EQulP process



and you may like to use it at your health service as part of your improvement strategies. The updates to the tool were the result of its use at five Victorian Health Services and the report detailing its use, benefits and other recommendations in relation to consumer participation can be found at the website www.health.vic.gov.au/consumer. This research was undertaken by the Centre for Clinical Effectiveness and you may like to visit their website for a copy of the report and further information, www.med.monash.edu.au/healthservices/cce.

The Health Issues Centre has a library of information on consumer participation across a vast range of health topics. They also provide training on consumer participation and assistance in sourcing consumer nominees for your committees and projects. Visit their website on www.healthissuescentre.org.au/.

The Cochrane Consumers and Communication Review Group have a number of new reviews that they have received. The reviews identify the evidence and the quality of that evidence in relation to working with consumers on their care and treatment. To access the reviews and see if there are answers to improving upon your systems or service delivery please visit the website www.latrobe.edu.au/cochrane/reviews.html.

Policy and strategy

The *Infection Control Guidelines Endorsed 2003* by the Communicable Diseases Network Australia, the National Public Health Partnership and the Australian Health Ministers Advisory Council are available at www.health.gov.au/pubhlth/publicat/document/icg_guide/index.htm.

The National Strategic Framework for Aboriginal and Torres Strait Islander Health: Framework for Action by Governments, NATSIHC, Canberra has recently been released and is accessible from www.health.gov.au/oatsih/index.htm. This is complimented by the Victorian Department of Human Services Aboriginal Services Plan, January 2004. Both of these policy documents state *“service providers must establish targets, performance indicators and mechanisms for monitoring and evaluation if service delivery for Aboriginal people is to improve”*.



Contact

If you would like to discuss any of the information in the newsletter please do not hesitate to contact our staff contact person on the details provided.

Cath Harmer, Senior Project Officer

Metropolitan Health and Aged Care Services

Level 16/555 Collins Street Melbourne Victoria 3000

Phone 03 9616 9055 fax 03 9616 8010 email catherine.harmer@dhs.vic.gov.au

Website www.health.vic.gov.au/consumer



Sharing ideas

For a range of new initiatives from America please visit the Institute for Healthcare Improvement's website www.ihl.org, you might also like to look at past issues of their newsletter. The section on 'transforming care at the bedside' reports on some simple but effective ideas. For example:

Skin integrity cards: At Kaiser Roseville, nurses' aides carry in their pockets a small card with drawings of the human body when they do bed baths. If they see reddened areas on a patient they circle that area on the card. The nurse validates the finding and flags it in the doctor's progress notes. It's a simple idea that turned into a powerful tool to prevent pressure sores – a leading cause of delayed discharges.
www.ihl.org

The National Medication Safety Breakthrough Collaborative has a newsletter that gives updates on the projects. You might like to register and be kept informed by logging on to their site and submitting your details: www.medicationsafety.com.au/public/newsletter.aspx.

The Quality Improvement and Best Practice Funding Program has information on current initiatives in Victorian Health Services and past projects. If you haven't already looked at the projects under this site please do to gain ideas from your Victorian colleagues www.health.vic.gov.au/qualfund.

In 2003, the Victorian Office of Multicultural Affairs (VOMA) provided funding to ten Health Services to support culturally and linguistically diverse (CALD) initiatives and to improve access and use of interpreting services by Health Service staff. The selection and management of these projects was a partnership between VOMA and the Department of Human Services. The projects have now all been completed and reports can be found at www.health.vic.gov.au/cald in the section titled *Hospital Staff Awareness Training Projects – Language Services reports*.

Important dates

The Quality of Care Reports are due into the Department of Human Services by close of business Monday 13 September 2004. If you could please mark these attention to Cath Harmer at the contact details above.

We are awaiting confirmation of the awards night and will post out information as soon as we have confirmation to the Chief Executive Officer of your Health Service.

