

VQC Stakeholder Evaluation

The Victorian Quality Council (VQC) was established in 2001 as an expert strategic advisory group to lead the safety and quality agenda for Victorian health services. Two three year strategic plans have been developed to guide the comprehensive work program and the VQC is now in the final year of its second three-year term.

The Minister for Health approved a stakeholder evaluation of the VQC on 21 September 2006.

The evaluation objectives are to:

- ascertain the extent to which the VQC has achieved its objectives.
- identify improvement opportunities for the VQC.
- consider potential models of operation for the VQC to best promote, impact on and sustain state-wide quality and safety improvements in health care in the future.

The evaluation provides health service staff and professional bodies with an opportunity to comment on the impact and effectiveness of the work that VQC has undertaken since 2001

and provide input into the future direction of quality and safety in Victoria.

The Nous Group is the successful tenderer and has commenced a 27 week project that requires stakeholder consultations and data collection. The project methodology includes a series of meetings and interviews with staff from health services and professional bodies. Chief Executives, senior clinicians and quality managers will be invited to complete an electronic survey developed for the evaluation.

The consultation process will take place from mid-July until the end of August 2007. Nous consultants will contact organisations regarding meeting dates and times. A report on the evaluation outcomes will be presented to the Minister for Health in December 2007.

VQC encourages participation in this important evaluation to ensure the feedback from the sector informs future decision-making in relation to the future of VQC.

hand hygiene project.

Consolidating the gains made during the statewide hand hygiene project is a major consideration for all health services as the VQC project concludes.

Continued on page 2.

Message from the Chair



The VQC Full Council met on 18 June 2007 to undertake a planning session to determine its priorities for the final year of its second term. Council members supported a number of new initiatives for the 2007-08 period. These projects include work-life balance, a series of quality improvement papers, a Venous Thromboembolism (VTE) project for Victoria, rural handover, communication of test results and the development of tools to assist in applying a business case to quality for health service staff. Given the number of projects under way and planned, Council members agreed that the successful secondment program initiated in 2006 should continue. A letter will be sent to health services to consider nominating staff that may want experience in project management through working with the VQC Management Group and Council Working Groups over a 12 month period.

Also discussed at the meeting was the commencement of the VQC Evaluation project to be undertaken by the Nous Group. The consultants met with the VQC Evaluation Steering Committee on 14 June 2007 to finalise the work plan for the evaluation. The Nous Group consultants will be undertaking a range of activities over the coming months including surveying health service staff, interviewing key representatives of health services, Department of Human Services representatives and other stakeholders such as Colleges and Universities to understand the impact of the VQC and the type of model VQC should consider beyond its current term. I encourage all stakeholders to participate in this important evaluation to assist the VQC with its future directions. Further information on the evaluation is discussed in this newsletter.

The VQC members also approved the development of a Sustainability Symposium, which will be held on Wednesday 24 October 2007. The intention of the Symposium is to provide Board members, Executives from health services, heads of departments and Quality Managers with information on how to influence priorities in health services and develop strategies to ensure change becomes sustainable from a governance perspective. Further information regarding the symposium will be provided to health services in due course.

**Associate Professor Christine Kilpatrick
Chair, VQC**

Associate Professor Alan Wolff

Director of Medical Services, Wimmera Health Care Group



Alan Wolff is the Director of Medical Services at Wimmera Health Care Group. He has 20 years experience in medical administration and a research interest in medical quality improvement methods and their implementation in hospitals. He has developed a clinical risk management program at Wimmera Base Hospital, which began in June 1989. The program has been evaluated in a thesis towards a Masters in Business Administration and Doctor of Medicine, and described in articles in the Medical Journal of Australia. The program has been implemented in a number of hospitals around Australia.

Alan is also currently the Chairperson of the Department of Human Services Clinical Risk Management Reference Group and its Sentinel Events Review Sub-committee.

Sue Kirsa

Director of Pharmacy, Peter MacCallum Cancer Centre



Sue Kirsa is a pharmacist, currently employed as the Director of Pharmacy at the Peter MacCallum Cancer Centre. Sue joined the VQC in its second term and is the only pharmacist on the VQC. Sue is also a member of the Victorian Medicines Advisory Committee for which she chairs the High Risk Medication Working Party. She is the Federal president of the Society of Hospital Pharmacists of Australia. Sue has experience in the areas of Clinical Governance through her previous position as a Clinical Outcome Review Co-ordinator at Austin Health. Prior to this appointment, she was the Senior Drug Usage Evaluation pharmacist at Austin Health. Sue has also worked at the Monash Medical Centre and in a number of Community Pharmacies.

Sue has a strong interest in the area of quality use of medicines, and in the broader sense of Clinical Governance, and patient safety in Healthcare.

In her time on the VQC Sue has participated in the Workplace Culture, Reducing Harm and Sustainability working groups.

Hand hygiene continued from page 1.

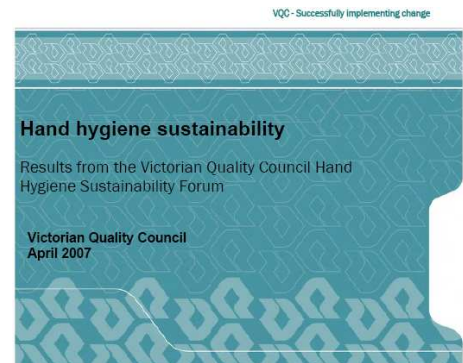
Whilst the hand hygiene project has been successfully implemented in health services, the ongoing success of the program requires the development of long-term change strategies in organisations.

The forum involved 113 participants from metropolitan, regional and rural health services and included chief executives, infection control consultants, nursing staff, quality staff, hand hygiene project officers and senior medical staff.

Participants used interactive group

work to develop ideas based on a number of discussion points related to short, medium and long-term strategies to sustain hand hygiene practice.

The ideas that were most frequently suggested by the forum participants are considered essential elements for developing sustainable hand hygiene culture and include ideas on leadership, education, policy development, individual accountability and the role of consumers in promoting hand hygiene.



The sustainability report can be accessed on the hand hygiene webpage at:

www.health.vic.gov.au/qualitycouncil/activities/handhyg.htm

Creating Safety: Addressing Seclusion Practices Project



facilitated workshops. The workshops provided an opportunity for consultation with the sector on the proposed education strategy and training curriculum. A further session chaired by the Chief Psychiatrist with authorised psychiatrists was held to discuss roles, responsibilities and training needs of medical staff. It is anticipated that training aimed at the reduction of seclusion use will be delivered to all public mental health services from August to November 2007.

The next stream of the project involves participation from six adult acute mental health inpatient units to develop a seclusion reduction plan. Victorian acute adult mental health inpatient units were invited to submit an expression of interest to participate in the project. An independent evaluation panel reviewed the submissions and selected units from Barwon Health, Bayside Health, Casey

Hospital, Dandenong Hospital, St Vincent's Hospital, and Latrobe Regional Hospital as pilot sites. The six successful sites were scheduled to commence the project in late June 2007. These inpatient units will work with external expert organisational change management facilitators to develop a seclusion reduction plan following the identification of enablers and barriers to reducing seclusion within their units. A report will be produced following completion of the project to share learnings with the sector.

Preparation for the VQC/Chief Psychiatrist's partnership project; **Creating Safety: Addressing Seclusion Practices**, is well underway.

Development of a best practice education curriculum has commenced. In March 2007, 55 clinicians and nurse educators from Victoria's mental health services attended two

Updates on the progress of the project will be available on the Creating Safety website:

www.health.vic.gov.au/creatingsafety

Acute Pain Management Measurement Toolkit

Orientation / training sessions for health service staff on the application of the Acute Pain Management Measurement Toolkit were conducted in May 2007.

The interactive sessions which introduced participants to the Toolkit using patient scenarios were held in Melbourne, Traralgon, Wangaratta, Bendigo and Ballarat.

A session for private hospitals was also conducted as the VQC begins forging stronger links with the private health sector.

The orientation / training sessions also provided participants with the opportunity to consider steps for implementation of the Toolkit within their own health service or region.

Each of the sessions were well received by participants. They stimulated some very constructive discussion and networking of staff in the regions in relation to barriers and

Secondment Opportunity

The VQC has a 6 month secondment opportunity commencing in July / August 2007 for interested health service staff for the project management of the Acute Pain Management Measurement Toolkit project.

For further information, please contact Maureen Willson, Manager, Victorian Quality Council on **03 9096 1387** or email: maureen.willson@dhs.vic.gov.au

enablers in the application of the toolkit.

An invitation to submit an Expression of Interest (EOI) for involvement in projects to implement the Toolkit was distributed to health services on 5 June 2007. Submissions for EOI responses closed on 29 June 2007.

Details of the health service projects and the EOI document are available on the VQC website:

www.health.vic.gov.au/qualitycouncil

For further information or enquiries contact Mary De Gori, Senior Project Officer by email:

mary.degori@dhs.vic.gov.au

The Victorian Travelling Fellowship Program

Currently in its fifth year of operation, the Victorian Travelling Fellowship Program (VTFP) has launched the 2007 annual application period. The next four public healthcare champions will be selected to become 2007-09 Victorian Travelling Fellows.

The VTFP promotes innovation in public healthcare by encouraging and assisting health professionals undertake international investigations in their field. Victorian Travelling Fellows also receive funding to embed their study outcomes into their health services. This year the study areas include: access, mental health, chronic disease, workforce strategies, workplace culture and quality and safety in healthcare.

The application period opened on 1 May and closed on 29 June 2007, with guidelines and application forms available from the VTFP website: www.health.vic.gov.au/travelfellowships



Creating innovation and improvement in patient care

Victorian Travelling Fellowship Program

The fourth year fellows are at various stages of their fellowships:

Dr Karen McLean, Royal Children's Hospital, has completed *Phase 1 – Travel*, having toured the United Kingdom and the United States looking at best practice in clinical handover, and is now undertaking the *Phase 2 – Project* of her fellowship.

Ms Lucinda Hossack, Peter McCallum Cancer Centre, has just departed for Canada, the United States of America, the United Kingdom and Holland to observe best practice for supporting individuals with a genetic mutation causing hereditary cancer syndrome.

Ms Caroline Byrne, South West Healthcare and Dr Penny Sheehan, Royal Women's Hospital, will be travelling over the next couple of months, exploring innovations

in the fields of service system changes and clinical programs for those with a dual diagnosis and therapeutic responses for women experiencing traumatic childbirth respectively.

If you would like additional information about any of the fellows or the 2007 VTFP application period, please contact Paula Marsh, VTFP Project Officer, on **03 9096 7742** or via email at:

paula.marsh@dhs.vic.gov.au

The Victorian Travelling Fellowship Program is a joint initiative of the Victorian Quality Council and the Department of Human Services.

VQC Sponsorship for 5th Australasian Conference on Safety and Quality in Health Care

The Victorian Quality Council is delighted to provide conference sponsorship for 59 health service staff across the state.

This year, the VQC extended its sponsorship program to include community health centres and mental health services' staff. There were a significant number of submissions this year and the quality of the applicants was exceptional.

The conference will be held in Brisbane at the Brisbane Convention Centre from 6-8 August 2007.

The VQC will also be holding an information session at the conference on Tuesday 7 August for all VQC-sponsored delegates.

VQC Management Group Changes

The VQC lost one of its long term employees when Eddie Gibbons resigned from his position as Senior Project Officer in May 2007 to take up a position as statewide Quality Manager for Baptistcare.

Eddie commenced with VQC in 2001 and brought a great deal of experience to the management team as well as a thorough knowledge of the workings of the Department.

The VQC would like to congratulate Eddie on his new appointment and thank him for his excellent contribution to the VQC.

The Victorian Quality Council

Safer, better care throughout Victorian health care services

www.health.vic.gov.au/qualitycouncil