

VQC Newsletter

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Message from the Chair



The Victorian Quality Council (VQC) funded a large number of clinicians from health services throughout Victoria to attend the Australasian Conference on Safety and

Quality in Health Care. An information session was held during the conference for those receiving sponsorship, providing

the opportunity to meet members of the VQC and to discuss the work that is being carried out. There were a number of challenges presented to the audience by the Conference speakers and we look forward to positive outcomes being achieved.

The annual VQC Planning Day was held in August, with the Minister of Health attending. The Planning Day provided the opportunity to review the work plan for 2006 – 07 and to determine priorities. Plans for some activities are outlined in this newsletter.

A number of milestones have been reached in a variety of projects in the past few months. The Pressure Ulcer Basics online education package has been launched, the pilot project to evaluate the Introduction to Safety and Quality Principles is underway and planning for a collaborative project with the Chief Psychiatrist's Quality Assurance Committee has commenced. Further details are provided in this newsletter.

Associate Professor
Christine Kilpatrick
Chair, VQC

The use and management of data for quality and safety improvement

The VQC is soon to commence the development of a basic learning package that will outline the principles of evaluation and provide basic information focused on the use and management of data for improving quality and safety in healthcare.

The intended outcome of the project is to produce an on-line learning package that provides basic information on the principles of evaluation. The package's focus will be on the use and management of data for improving quality and safety in healthcare and include topics such as planning, collection, entry, storage, analysis, presentation, feedback, review and sharing.

The learning package's target audience will be project officers, team leaders and individuals who may have a good understanding of quality and safety however limited knowledge on the use and management of data.

The project will involve review of the relevant literature and consultation with health service quality managers and other measurement experts to identify content priorities as well as the production and transfer of the information onto an online learning format. It is anticipated that the learning package will be available by early May 2007.

4th Australasian Conference on Safety and Quality in Health Care — VQC Sponsorship Program and Information Session

The VQC was delighted to provide sponsorship for health service staff across the state:

- 30 staff from Metropolitan Health Services
- 29 staff from Rural Health Services.
- 23 staff from Regional Health Services

An Information Session was held on 22 August 2006, for all VQC-sponsored conference delegates. More than 100 health service staff and VQC members attended this session and it received very positive feedback.

Introduction to Safety and Quality Principles

A pilot project has commenced to evaluate the effectiveness and appropriateness of the online 'Introduction to Safety and Quality Principles' package. Six pilot sites were selected via an Expression of Interest process. The participating health services are:

- Peninsula Health
- Peter MacCallum Cancer Institute
- Ballarat Health Services
- West Gippsland Healthcare Group
- East Grampians Health Service
- Maryborough District Health Service

The pilot project will be completed by the end of the year and feedback will be used to improve the package. It is anticipated that the package will be launched in February 2007.

Know your Council Members



Wendy Hubbard

Wendy is the Executive Director Allied Health and Community Services at Ballarat Health Services (BHS). Within BHS she has responsibility for allied health professionals, community based health programs, sub-acute services such as rehabilitation and complex and palliative care, and carries responsibility for the BHS Quality and Patient Safety program.

A physiotherapist by profession, Wendy was President of the Australian Physiotherapy Association (Vic) in 1999/2000, and chaired the National APA Quality Committee from 1998 to 2000.

Wendy was appointed to the Victorian Quality Council in 2001 and subsequently reappointed in 2004. As well as her commitment to the Victorian Quality Council, she currently chairs the Allied Health in Rehabilitation Consultative Committee, sits on the Executive of the Victorian Allied Health Leaders Council, is a member of the Commonwealth AHMAC Working Group on the Care of Older Australians Clinical Reference Group, and is Vice President of the Ballarat Community Health Centre Board.



Linda Sorrell

Linda Sorrell is the Chief Executive Officer of Southern Health, the largest metropolitan health service in Victoria, a position she commenced in May 2004. Southern Health provides comprehensive primary, secondary and tertiary health care services to a population of over 750,000 people residing in the South-Eastern suburbs of Melbourne.

Prior to her current position Linda was the Acting Chief Executive Officer for the Southern Area Health Service in New South Wales (NSW), a position she took up in January 2004.

Linda is a highly qualified and very experienced executive within the health sector. She has worked in a variety of hospital and network roles in NSW covering both clinical and corporate aspects and has held senior management positions in the public health sector for a number of years.

Linda has worked for the NSW Department of Health where her focus was monitoring the performance of all the Area Health Services. Prior to this she was Deputy Chief Executive Officer of the Illawarra Area Health Service. Linda has been Director of Clinical Services for the NSW Corrections Health Service and has also held a number of senior management positions at The Prince Henry and Prince of Wales Hospitals.

Her nursing background has given her a sound understanding of patient care and operational issues. In addition to her nursing qualifications, she holds a Master of Health Administration, a Graduate Certificate in Casemix and a Bachelor of Health Services Management. Linda was appointed to the Victorian Quality Council in 2004 and is the Chair of the Governance and Leadership Working Group.

Engaging consumers as leaders in safety and quality improvement activities

Currently little is known about the leadership skills and knowledge required for consumers to lead improvement in safety and quality in health care or the opportunities for consumers to provide leadership in safety and quality initiatives.

To address these information gaps the VQC contracted Nova Public Policy to undertake a systematic literature review and targeted consultation process on consumer leadership. Reports for both of these activities will be available on the VQC website in early October. A final report aiming to inform the development of strategies to build leadership capacity and uptake in consumer involvement in safety and quality improvement in health care will follow.

Further information is available on the VQC website: www.health.vic.gov.au/qualitycouncil/activities/consumer.htm

VQC's support of the National Institute of Clinical Studies (NICS) Venous Thromboembolism (VTE) Prevention Program

The prevention of Venous Thromboembolism (VTE) in hospitals has been identified internationally as a standout opportunity to improve patient safety.

The NICS VTE prevention program aims to improve use of VTE preventative measures in hospitalised patients in Australia.

The program, which is being undertaken from November 2005 to December 2006, aims to improve the assessment of all patients at risk, improve the use of preventive measures and integrate effective thromboprophylaxis systems into the core business of Australian hospitals.

The program involves developing and supporting a network of Australian hospital quality managers and clinician leaders committed to taking a more systematic approach to VTE prevention in their hospitals.

NICS provides training and support to participating hospital teams, including evidence-based risk-assessment and audit tools and reminder systems to ensure that effective prevention strategies are embedded in every day clinical practice.

The VQC have provided funding support to NICS and the following health services to assist with the costs associated with participation in the NICS VTE Prevention program:

- Austin Health
- Barwon Health
- Bayside Health
- Eastern Health
- Melbourne Health
- Northern Health
- Wimmera Health Care Group
- Werribee Mercy Hospital
- Western District Health Service
- West Gippsland Health Care Group

For more information on the NICS VTE prevention program visit: www.nicssl.com.au/asp/index.asp?page=programs/programs — and follow the link to the Venous Thromboembolism Prevention site.

Launch of Pressure Ulcer Basics

Pressure Ulcer Basics (PUBs), an online education package for use by all clinicians, is now available. PUBs is an interactive education package designed to allow individuals to work at their own pace. The objectives of PUBs are:

- to be aware of the extent of the problem of pressure ulcers
- to understand the impact of pressure ulcers on patients, their carers and the Victorian health care system
- to understand the importance of conducting a risk assessment
- to be able to describe the basic elements of the prevention and management of pressure ulcers.

PUBs content

Module 1 Understanding pressure ulcers

Duration: 45minutes

This Module outlines the occurrence of pressure ulcers and describes the impact they have on patients, carers and the health care system.

- Topic 1 Introduction
- Topic 2 Skin anatomy and development of a pressure ulcer
- Topic 3 Pressure ulcer staging
- Topic 4 Module assessment

Module 2 Risk assessment

Duration: 25minutes

This Module describes the importance of assessing pressure ulcer risks and outlines the use of risk assessment tools.

- Topic 1 How to assess
- Topic 2 Risk assessment
- Topic 3 Module assessment

Module 3 Developing a prevention management plan

Duration: 25minutes

This Module describes strategies available in developing a risk management plan.

- Topic 1 Risk prevention management plan
- Topic 2 Implementing a management plan
- Topic 3 Understanding the principles of pressure ulcer treatment
- Topic 4 Module assessment

PUBs is available at: www.health.vic.gov.au/pressureulcers

If you have any queries regarding PUBs please contact Patricia McGarrity at patricia.mcgarrity@dhs.vic.gov.au

Creating Safety: Addressing Seclusion and Restraint Practice

The Victorian Quality Council (VQC) and the Chief Psychiatrist's Quality Assurance Committee (QAC) have formed an alliance to focus on a safety improvement initiative to reduce the use of seclusion and restraint within Victoria's Area Mental Health Services.

The National safety priorities in mental health: a national plan for reducing harm (2005) endorsed by the Australian Health Ministers' Advisory Council in October 2005 identifies the reduction in the use of, and where possible elimination of, seclusion and restraint as one of four national priorities for improvement.

In Victoria, there were 7989 reported episodes of seclusion in 2005, affecting 2166 mental health consumers.

Numerous adverse events related to the practice of seclusion have been reported by consumers and by services. Research suggests that a significant number of mental health consumers have experienced trauma prior to admission and receiving coercive treatment can re-traumatise.

The Chief Psychiatrist and Health Services Commissioner's complaint investigations have also indicated that the practice of seclusion is variable amongst mental health services in Victoria.

To address this identified area for improvement, the VQC and the QAC will commence a joint project in October 2006 aimed at reducing seclusion and restraint through organisational and systemic changes. The project's main objective will be to:

- a) identify contributing factors and establish strategies to mediate the need for seclusion and restraint;
- b) address variable standards of practice through providing a practice guideline and training curricula and program for clinical best practice for seclusion and restraint; and
- c) reduce wherever possible the frequency and duration of the use of seclusion and restraint.

The project will include:

- the development of clinical guidelines;
- a training manual and program on the use of seclusion and restraint;
- a pilot project involving four to six Victorian adult acute mental health inpatient units; and
- a formal evaluation of the project's outcomes.

The evaluation of the project's implementation at the pilot sites will assist in sharing the learning and strategies for reducing seclusion and restraint in all Victorian acute mental health inpatient units.

Safety & Quality Education Program

Planning continues for the pilot of the VQC safety and quality education program. The pilot will commence in February 2007 with an expected end date of July 2007. The program is designed to improve quality and safety within Victorian hospitals through the delivery of multi-disciplinary education. The innovative delivery mode blends self-directed online learning, a face-to-face workshop and small group activities that are supported online by safety and quality experts.

Three health services will be selected from across metropolitan, regional and rural Victoria to pilot the program. A request for Expressions of Interest (EOI) will be circulated to all health service CEO's and Quality Managers in mid October. To aid completion of the EOI the VQC will host an information session in early November to:

- explain the role of pilot sites
- clarify the EOI criteria
- provide an overview of the program.

The information session will be a mandatory component of the EOI process.

Pilot sites will receive funding to cover participant backfill, a local pilot coordinator and a clinical champion. Each site will be required to form a team of 6 – 8 clinical middle managers, including registrars.

Further information on the program can be found on the VQC website:
www.health.vic.gov.au/qualitycouncil/activities/safetyedu.htm

The Victorian Quality Council

Safer, better care throughout Victorian health care services
www.health.vic.gov.au/qualitycouncil