



FEEDBACK FROM VQC-SPONSORED SAFETY & QUALITY CONFERENCE DELEGATES 2003

Key lessons learned by those attending the conferences:

- The importance of consumer involvement on committees and the development of consumer participation and information
- Assertive communication / language
- The usefulness of developing a resource of patient stories / experiences for orientation and reviews
- The importance of collecting data as part of routine work – not as an add-on
- Everyone is responsible for safety and quality
- The key role of systems and processes in safety and quality
- Open disclosure vs accountability and protection
- Organisational and systems interrelationships

VQC implications:

- Useful resources that VQC could provide:
 - Videos to illustrate cases (staff and patients)
 - Written case studies
 - Consumers willing to speak about their experiences
- Develop a Safety and Quality training package for consumers and hospitals, including:
 - Quality tools
 - Streamlining documentation
 - Writing an outcome statement
 - How to focus on what is being achieved
 - What's in it for staff and what's in it for the patient
 - Relationship between indicators and quality information
 - The role of data in quality information
 - validity
 - reliability
 - The cost / quality relationship
 - Evidence-based practice
 - What motivates staff to be involved
 - Change concepts
 - Documenting the quality process
 - Doing the quality process
 - Liaising between consumers and management
 - Overview of CRM / risk management
 - Practical implications of qualified privilege / open disclosure
 - Credentialing

Lobby for safety and quality education to be better integrated into under and post graduate education.