

Minutes of the Victorian Quality Council Planning Session on 18 June 2007



Agenda Item	Discussion points	Actions/ Outcomes	Person/ Group	Due Date
<p>Present</p> <p>In Attendance</p>	<p>Associate Professor Christine Kilpatrick (Chair) Dr Peter McDougall Ms Maree Cuddihy Dr Sherene Devenesen Associate Professor Les Reti Dr Simon Fraser Ms Sue Kirsas Ms Jennifer Williams Dr Christine Walker Mrs Kerry Bradley</p> <p><i>Management Group:</i> Ms Maureen Willson Ms Patricia McGarrity Mr Oliver Furness Ms Diana Quin</p>	<p>Professor Graham Burrows Dr Annie Moulden Ms Alison McMillan Dr Tracey Batten Ms Liza Newby Professor Mari Botti Dr Mary O'Reilly Professor Rinaldo Bellomo Ms Wendy Hubbard Dr Alan Wolff</p> <p>Ms Kathy Simons Ms Mary De Gori Ms Anna Spain Mr Nikolous Armstrong</p>		
<p>1</p> <p>1.1</p> <p>1.2</p>	<p>Welcome and Apologies</p> <p>Apologies were received from the following members: Professor Anne-Maree Kelly Dr Tony Weaver Dr Caroline Brand Ms Kathy Byrne Mr Ian Patrick</p> <p>Conflict of Interest Declaration:</p> <p>Associate Professor Kilpatrick reminded members of the VQC Conflict of Interest policy and called for any declarations.</p>	<p>Dr Doug Travis Ms Clare McGinness Mr Phong Nguyen Associate Professor Marcus Kennedy Professor Brendan Flanagan</p> <p>No declarations were received.</p>		

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2	Minutes from previous VQC Full Council and VQC Executive Meetings			
2.1	Minutes from 23 April 2007 VQC Full Council meeting <ul style="list-style-type: none"> ▪ No comments were received. 	No action required.		
2.2	Minutes from 30 May 2007 VQC Executive meeting <ul style="list-style-type: none"> ▪ No comments were received. 	No action required.		
3	Matters Arising			
3.1	VQC Evaluation update <p>Associate Professor Kilpatrick advised members that the first Steering Committee meeting had been held and that the contractors, the Nous Group, had also met with Associate Professor Kilpatrick and Ms Willson. Ms Willson advised members that Ms Quin, Senior Project Officer was assisting with the evaluation.</p> <p>Associate Professor Kilpatrick noted that the Nous Group would be attending the 23 July 2007 Full Council meeting to meet with members and conduct a forum for part of the meeting.</p>	No action required.		
3.2	VQC appointment extension reminder <p>Associate Professor Kilpatrick noted that members planning to re-appoint until 30 June 2008 are required to complete the papers distributed at the 23 April 2007 Full Council meeting. This is a result of the VQC Evaluation.</p>	Ensure appointment packs are completed by the end of June 2007.	Members	30 June 07

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4	Other Business			
4.1	<p>DHS Update re: Hand Hygiene Project</p> <p>Ms McMillan advised members that the Department was developing the hand hygiene project into a four-year infection control strategy. The reasons for this included:</p> <ul style="list-style-type: none"> ▪ outcomes of MRO consensus conference ▪ outcomes from the VQC hand hygiene strategy ▪ outcomes from the VQC hand hygiene sustainability workshop held on 2 March 2007, which showed at least, one more year of EFT funding is required for embedding. <p>Ms McMillan stated that the final details are to be confirmed and agreed, however, the Quality and Safety Branch was planning the following strategy which has yet to be commented on by the Minister:</p> <ul style="list-style-type: none"> ▪ 1st year – continue VQC hand hygiene strategy, including revised EFT funding and reporting requirements ▪ 2nd-3rd years – more compliance and performance-based funding ▪ 4th year – possible pay for performance framework <p>Ms McMillan noted that it had been observed that the audit tools had been shown to be too complex so would require simplification leading to less audits but with a greater spread and that there is a need to move away from implementation into sustainability of hand hygiene practices, however in the first year EFT funding was still required in some form.</p> <p>Associate Professor Kilpatrick commented that the theory appeared sound and that it would be good to see how it was delivered in practice. Ms Williams stated that this appeared to be the best way forward, with many services having one staff member driving hand hygiene practices, which without funding, would be removed.</p>	No action required.		

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	<p>Associate Professor Reti asked if there was anything else the VQC could do in regards to hand hygiene. Ms Willson noted that Ms Quin, the Senior Project Officer, had been assisting the Quality and Safety Branch with a hand over of the VQC's hand hygiene tools and information, and was also holding a wrap-up meeting in July to fully recognise the completion of the VQC's work in this area.</p> <p>Associate Professor Kilpatrick noted that a final Hand Hygiene report would be published, outlining the results of the project.</p>			
5	<p>VQC Budget Update</p> <p>Associate Professor Kilpatrick noted that with current approved activities for the 2007-08 financial year, the VQC has \$69,000 surplus for new projects.</p> <p>In addition to this, Ms Willson advised members that a request had been sought through the DHS for a rollover of \$450,000, which would be divided into \$200,000 specifically for the VQC Evaluation and \$250,000 for the Consumer Leadership – Development Program (approved at 23 April 07 Full Council). Ms Willson noted that this funding will not be confirmed until September 2007, therefore until then, the Council must operate under the assumption that the rollover may not be approved.</p> <p>Ms Willson also advised members that for the first time, the VQC budget of \$3million had received indexation of 2.5%; this has been included in the calculations for the 2007-08 budget projections.</p>	No action required.		
6	<p>EFT Analysis of VQC Management Group for 2007-08</p> <p>Associate Professor Kilpatrick noted that the VQC Management Group has 0.9 EFT available for new projects in the 2007-08 year. This is based on current working</p>	No action required.		

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	group projects. It was noted that anything beyond this would require the \$450,000 rollover.			
7 Strategic Plan 2005 – 2008 Project Presentation for Approval in Principle				
7.1	<p>Work-Life Balance Project</p> <p>Dr Moulden presented a project proposal for the Work-Life Balance Project.</p> <p>Dr Moulden advised members that Ms McGarrity, Senior Project Officer, had completed a literature review in health care and other sectors as background research for this project.</p> <p>Dr Moulden advised that two information packages would be developed. One for staff and one for managers. Dr Moulden stated that an external contractor, an expert in human factors engineering, would undertake the work. The expected budget will be \$88,000.</p> <p>Associate Professor Kilpatrick asked what the timeframe would be for this project. Dr Moulden advised that the Working Group's preference was to commence this project now, to ensure work could also be undertaken on the Rural Clinical Handover project (refer to agenda item 8.2) before the 30 June 2008. VQC members noted that this is an important project, as it will open the VQC to a greater audience.</p> <p>Ms Walker commented that one key stakeholder group should be consumers, given a twofold impact on them: greater safety/quality and reduced waiting times. Dr Moulden noted that that this was an important aspect of the project.</p>	No action required.		

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7.2	<p>Ms Newby asked about the conceptual thinking behind the project. There appears to be an emphasis on individuals instead of more systemic/structural issues. Dr Moulden advised that the project is aimed at managers from the Chief Executive down. Ms Newby suggested that there be greater detail for higher-level managers, for how they can effect systemic change.</p> <p>Associate Professor Kilpatrick advised members that the VQC Executive had discussed how this project would affect quality of care and noted comments that there was significant research to support this kind of approach. It was also noted that there needed to be a particular emphasis on quality and safety, patient outcomes and the VQC perspective in this project.</p> <p>Dr Devenesen added that the project is aiming to empower staff, reduce fatigue, and ensure they are working appropriately. It also aims to encourage change in the workplace and puts some emphasis back on managers.</p> <p>Dr Moulden noted a comment raised in regards to this approach leading to behavioural change, and that there is less than twelve months within which to undertake the project. Dr Moulden recognised that more time would allow for audits or surveys to be produced, however, the Working Group is trying to do what is achievable within the time allowed.</p> <p>Ms Willson advised that the Nous Group would be attending the 23rd July meeting and that it may be beneficial to mention to them the limitations placed upon projects by time constraints and to explore the possibility of projects extending beyond the current appointment lifespan of the VQC.</p> <p>Improvement Papers Project</p> <p>Ms Hubbard presented a project proposal for the Improvement Papers Project.</p> <p>Ms Hubbard advised members that so far, the Working Group has completed two</p>	No action required.		

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7.3	<p>papers, with another one soon to be developed. The Working Group is intending to commission another three improvement papers, with possible subjects including: Quality Improvement Measurement and Lean Thinking. It was noted that the papers were not intended for an expert audience and would use simple/plain language. The expected budget will be \$27,500 and the timeframe will be from October to December 2007.</p> <p>Associate Professor Kilpatrick queried whether the papers could be done in parallel. Ms Hubbard advised that this could be done.</p> <p>A query was raised as to what <i>Lean Thinking</i> entailed. Ms Hubbard and Ms McMillan advised that this concept originated with the Toyota car company and involves looking at work processes and removing any wasteful aspects to better improve efficiency.</p> <p>Associate Professor Kilpatrick asked how often the previous improvement papers had been accessed. Mr Furness advised that the <i>Successfully Implementing Change</i> paper was in the top three publications accessed on the VQC website; Ms McGarrity advised that the <i>Process Mapping</i> paper was also going to be utilised within several health services.</p> <p>VTE Project</p> <p>Professor Bellomo presented a project proposal for the VTE Project.</p> <p>Professor Bellomo advised members that this project would build on the work undertaken in the VQC-NICS VTE project, by taking the learnings to other sites within Victoria. The Working Group proposed developing a resource tool and delivering workshops across the state. The expected budget will be \$27,370 and the timeframe will be from July 2007 to June 2008.</p>	No action required.		

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	<p><u>Working Group 5: VTE project</u> VQC Full Council approved funding of \$27,370 (refer to agenda item 7.3 for actions)</p> <p><u>Sustainability Working Group: Sustainability Symposium and Sustainability Guide</u> VQC Full Council approved funding of \$22,000 for the symposium and \$20,000 for the guide (refer to agenda item 7.4 for actions)</p>			
8	Strategic Plan 2005-2008 Project Concepts			
8.1	<p>Business Case for Quality project concept</p> <p>Associate Professor Kilpatrick referred members to the background paper outlining what the Working Group intend to achieve within this project. Members were advised that the project would use a practical example to illustrate how a business case should be developed as well as a literature review conducted and a paper written. Associate Professor Kilpatrick advised that the VTE project would be used as an example.</p>	No action required.		
8.2	<p>Rural Handover Project Concept</p> <p>Dr Moulden advised members that the Clinical Handover workshop had shown that the rural health sector was experiencing different issues to those within the metropolitan and regional sector, in regards to clinical handover practices. One of the issues cited was the lack of clinical handover occurring in facilities utilising general practitioners. Dr Moulden advised that Ms McGarrity is currently undertaking a survey of rural health services to develop a project brief for the October 2007 Full Council meeting.</p> <p>Dr Wolff sought clarification on what 'rural' meant for this project. Dr Moulden confirmed that they would be dealing primarily with small rural health services.</p>	No action required.		

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<p>8.3</p>	<p>Ms Willson noted that the VQC had given an indication to small rural health services that their needs would be considered in this area for future projects after the large amount of feedback received about their significant issues not being addressed.</p> <p>Communication of Test Results project concept</p> <p>Professor Bellomo stated that this project would be looking at 'critical' test results primarily. There has been some correspondence with the pathology and radiology colleges, however due to current demands, these have not been followed up.</p> <p>Professor Bellomo advised members that the Working Group is now getting into a position where it can develop a project brief, with further liaising with pathologists and radiologists regarding critical test results.</p> <p>Associate Professor Kilpatrick noted that the first council term did some work in this area. Ms Williams added that due to the work not being fully scoped, was difficult to determine what could be done within the final twelve months.</p> <p>Professor Bellomo advised members that the project would be restricted to a specific class of tests, therefore ensuring tangible results from the project.</p>	<p>No action required.</p>		
<p>8.4</p>	<p>Project concepts approval process</p> <p><u>Working Group 1: Business Case for Quality</u> VQC Full Council approved the project concept. A project brief will be developed for 23 July Full Council.</p> <p><u>Working Group 3: Rural Handover project</u> VQC Full Council approved the project concept. A project brief will be developed for</p>			

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	<p>8 October Full Council.</p> <p><u>Working Group 5: Communication of Test Results</u> VQC Full Council approved the project concept.</p>			
<p>9</p>	<p>Work Plan Discussion for 2007-08</p> <p>Associate Professor Kilpatrick asked for comments from the council members in relation to what proposals they had about prioritising the above projects and project concepts, whilst keeping in mind there was only twelve months within which to complete the work and that there was a limited budget.</p> <p>Associate Professor Kilpatrick offered one proposal, that the VQC could undertake all project proposals and one of the project concepts based on current funding available, and then if rollover funding is confirmed in September 2007, the other two project concepts could also be approved.</p> <p>Ms Newby asked whether the improvement papers were providing new knowledge, or were taking information already known and making it more accessible. Dr Moulden advised that some of the papers would be on existing knowledge; however there may be one that would be looking at new information (i.e. Lean Thinking).</p> <p>Dr Walker noted that the Communicating with Test Results project should have a high priority, given the impact it has on consumers by encouraging greater two-way communication between consumers and clinicians.</p> <p>Associate Professor Kilpatrick noted comments by members and clarified that all projects and project concepts would be accepted. In the event that rollover funding is not approved in September 2007, then the <i>Communication of Test Results</i> and <i>Business Case</i> project concepts would not go ahead in the final twelve months of</p>	<p>All projects and project concepts approved, unless rollover funding is not approved in Sept 2007. If this occurs, <i>Communication of Test Results</i> and <i>Business Case</i> project concepts will not progress within the current VQC term.</p>		

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	the current VQC term.			
10	<p>Article of Interest</p> <p>Associate Professor Kilpatrick asked that members note the articles</p>	No action required.		
11	<p>Next Meeting</p> <p>Date: Monday 23 July 2007 Time: 1:00-5:00pm (12:30pm lunch provided) Venue: Hotel Grand Chancellor, 131 Lonsdale Street, Melbourne</p>			