

## Message from the outgoing VQC Chair, Christine Kilpatrick



The second term of the VQC concluded at a final Full Council meeting on 23 June and my role as Chair and member of the council also came to an end. The

appointment process for the new four year VQC term and the new membership has been finalised and I would like to congratulate all successful appointees to the Council and the new Chair, Dr Sherene Devanesen CEO of Peninsula Health.

Now that the extensive evaluation of the council is complete and a new membership confirmed, the VQC is in a very strong position to continue its innovative quality and safety work with the health sector into the future. The new members will meet soon to commence the development of a strategic plan to guide work of the Council for the next four years.

The Council has had many significant achievements during its first two terms including:

- the development and dissemination of the Safety and Quality Improvement Framework for Victoria

- the two state-wide Pressure Ulcer Point Prevalence Surveys and the development of PUBS online education tool
- the development of the Minimising the Risk of Falls and Falls-related Injuries guidelines
- the successful roll-out the statewide Hand Hygiene project and incorporation into the program area of the Department of Human Services
- the implementation of the Acute pain management measurement toolkit
- the piloting of the innovative Consumer leadership development program
- the development of a guide to using data for health care quality improvement
- the work on Clinical handover and inter hospital patient transfer.

These projects could not be successful without the hard work of Council members and the VQC management team, and the support and input of health sector staff whose commitment to quality and safety continues to be inspiring.

I would like to take this opportunity to thank you all for your involvement and to wish you well in your continued quality and safety endeavours.

**Associate Professor,  
Christine Kilpatrick**

## Introducing the new VQC Chair, Dr Sherene Devanesen



We would like to welcome Dr Sherene Devanesen Chair, VQC for the next four year term. Dr Devanesen has been a member of VQC since 2004

and has contributed a great deal to the successful work of the VQC's first two terms.

Dr Devanesen has 26 years' experience as a medically qualified health service manager. She is currently the Chief Executive of Peninsula Health and also a member of the DHS Board of Health Information Systems and a Board Director of Wesley Mission Melbourne.

Dr Devanesen is a past president of the Royal Australasian College of Medical Administrators, a member of the International Society for Quality in Health Care and a surveyor with the Australian Council on Healthcare Standards.

We look forward to working with Dr Devanesen as the VQC moves forward over the next four years.

## Data and quality improvement

The VQC's latest publication 'A guide to using data for health care quality improvement' provides all health service staff with an introduction to using data for quality initiatives. The guide identifies how data can support each stage of the quality improvement cycle, from identifying areas of concern and defining quality improvement projects, to prioritising interventions, measuring impact and sustaining improvements.

The guide provides a simple overview of the fundamental concepts of data collection and storage, analysis and interpretation, and presentation. Practical examples highlighting how data tools and techniques can support quality improvement are presented throughout the resource.

The development of the guide was undertaken by Project Health with the support of a reference group with expertise in data collection, analysis, and evaluation for quality improvement. The guide has been circulated to all Victorian health services and is available on the VQC website. A limited number of professionally printed guides can be ordered by contacting the VQC management group at [vqc@dhs.vic.gov.au](mailto:vqc@dhs.vic.gov.au).

[www.health.vic.gov.au/qualitycouncil/pub/improve/data\\_guide.htm](http://www.health.vic.gov.au/qualitycouncil/pub/improve/data_guide.htm)

## VQC Membership 2008–2011

Dr Sherene Devanesen (Chair)	Chief Executive Officer, Peninsula Health
Ms Jodie Ashworth*	Senior Manager of Maternity Services, Bendigo Health
Ms Jo Bourke*	Group Director - Quality, Epworth HealthCare
Associate Professor Caroline Brand	Director, Clinical Epidemiology and Health Service Evaluation Unit, Melbourne Health
Professor Christopher Christophi*	Professor of Surgery, Melbourne University/ Austin Health
Ms Maree Cuddihy	General Manager - Acute Services, Northern Hospital
Mr Martin Day*	Chief Executive Officer, St Vincents and Mercy Private Hospital
Ms Lydia Dennett*	Executive Director, Nursing Services, Western Health
Dr Simon Fraser	Director of Medical Services, West Gippsland Healthcare
Dr Robert Grenfell*	General Practitioner, Private Practice
Professor Michael Grigg*	Professor/Director of Surgery, Eastern Health
Mr Ivan Kayne*	Consumer representative
Mrs Sue Kirsa	Director of Pharmacy, Peter MacCallum Cancer Centre
Mr Stephen Marshall*	Chief Executive Officer, Victorian Managed Insurance Authority (VMIA)
Ms Vicky Mason*	Chief Executive Officer, Darebin Community Centre
Ms Alison McMillan	Director, Statewide Quality Branch, Department of Human Services
Dr Annie Moulden	Director, Clinical Quality and Safety
Ms Liza Newby	Board Member, Peninsula Health
Associate Professor Leslie Reti	Clinical Director - Clinical Governance, Royal Women's Hospital
Dr William Shearer*	Medical Director Critical Care Program, Southern Health
Ms Jennifer Williams	Chief Executive Officer, Bayside Health
Associate Professor Alan Wolff	Director of Medical Services, Wimmera Health Care Group

\*New members

## Continuing projects

### Consumer leadership development

The VQC Consumer leadership development pilot program that commenced in February 2008 is continuing smoothly and will run until October 2008. The program includes action learning workshops, a peer support network and mentoring, and an evaluation component that is being undertaken concurrently with the education.

A reference group is overseeing the program and meets each 4-6 weeks to discuss progress and issues that might arise. To date the project is progressing with sixteen consumers remaining engaged in the program. Interim reports of the evaluation component indicate that the program is well received by the participants who have also initiated informal group meetings and communication networks.

For further information on the project please contact Diana Quin at [diana.quin@dhs.vic.gov.au](mailto:diana.quin@dhs.vic.gov.au)

[www.health.vic.gov.au/qualitycouncil/activities/consumer.htm](http://www.health.vic.gov.au/qualitycouncil/activities/consumer.htm)

### Interhospital Patient Transfer

An interhospital patient transfer project has commenced to address issues relating to interhospital patient transfer.

A survey of Victorian public hospitals in November 2007 identified large variation in transfer documentation, information flow and transfer processes across the Victorian health sector. A workshop conducted in March 2008 highlighted participants' concerns about issues relating to patient transfers and the need to improve both verbal and non verbal information flow for interhospital patient transfers. An Expert Panel has been convened and is currently working on improving and standardising information flow for interhospital patient transfer.

[www.health.vic.gov.au/qualitycouncil/activities/patient\\_transfer.htm](http://www.health.vic.gov.au/qualitycouncil/activities/patient_transfer.htm)

### Creating Safety in acute mental health inpatient units

Creating Safety, the VQC's partnership project with the Chief Psychiatrist's Quality Assurance Committee, has been extended until August 2008. The extension will support the six participating adult acute inpatient units finalise seclusion reduction implementation strategies and participate in an evaluation to capture the project's key lessons and outcomes.

For further information on the project email: [creatingsafety@dhs.vic.gov.au](mailto:creatingsafety@dhs.vic.gov.au).

[www.health.vic.gov.au/creatingsafety/](http://www.health.vic.gov.au/creatingsafety/)

### Acute pain management

The VQC continues to support health services to improve the management of acute pain with the commencement of a project to develop a practical audit tool to support acute pain management measurement. The project builds on the findings of the Acute Pain Management Measurement Toolkit implementation project which identified ongoing system level measurement as an area requiring additional activity. A detailed analysis of the project and its outcomes will be published in the final project report due to be released in August 2008.

The VQC will be establishing an expert reference group to support the development of the tool in the coming weeks.

Resources produced during the project have been published on the VQC website and now include a revised patient information brochure, Managing Your Pain, which has been translated into ten languages.

[www.health.vic.gov.au/qualitycouncil/activities/acute.htm](http://www.health.vic.gov.au/qualitycouncil/activities/acute.htm)

## The Victorian Quality Council

Safer, better care throughout Victorian health care services

[www.health.vic.gov.au/qualitycouncil](http://www.health.vic.gov.au/qualitycouncil)