



ABOUT US

Quality Improvement Coordinators (QuICs) have been appointed as part of the organisation's efforts to sustain our ability to continue to meet the National Safety and Quality Healthcare Standards (NSQHS).

The QuICs are part of the GARM Unit and will work with specific Clinical Teams as well as taking on a portfolio responsibility for a particular standard.

QuIC'S will be able to support clinical areas in:

- Compliance with National Safety and Quality Health Service Standards & related audits
- Quality improvement activities to improve the quality and safety for patients by looking at practice structures, systems and clinical care
- Using data to inform improvements in practice

*Photo: Back Row: Fiona Strauss, Helen Rylands, Anna Wong Shee
 Front Row: Cathy Caruso, Alison Eldridge, Christine Tauschke*

CONTACT INFORMATION

Fiona Strauss Ext. 98573
 Acute Inpatient Units/Dialysis/Medical Day Unit (MDU) & HITH



Standard 6 Portfolio
 Clinical Handover

Helen Rylands Ext. 98643
 Procedural Units & Chemotherapy Day Unit



Standard 5 Portfolio
 Patient ID & Procedure Matching

Anna Wong Shee Ext. 96884
 Woman's & Childrens Unit/Specialist Clinics



Standard 10 Portfolio
 Preventing Falls & Harm from Falls

Christine Tauschke Ext. 96884
 Emergency/Critical Care Units



Standard 9 Portfolio
 Clinical Deterioration & Resuscitation

Cathy Caruso m: 0418387733
 ABI Service/Audiology/Allied Health/CASA
 Community Programs/Dental Services/
 Pharmacy/Statewide Equipment Program(SWEP)/
 Sub Acute Inpatient Programs

Alison Eldridge Ext. 98571
 Administrative Support /Audit & Evaluation Tool
 Specialist

Wendy McLeod Ext. 94629

Standard 7 Portfolio
 Safe Blood & Blood Products



Lisa Todd Ext. 98573

Standard 2 Portfolio
 Partnering with Consumers



UPDATES

- Bedside Audit results will be distributed early in June
- Each month there will be a focus on a NSQHS standard as shown in the calendar
- PIPPS (*Pressure Injury Point Prevalence Survey*) will be undertaken in June. PIPPS audits are led by Marianne Crowe and the Wound Team
- Standard 9 (The Deteriorating Patient) will be the education focus for June, as per the PDP calendar
- The QuICs are working together with the National Standards Governance Groups to develop ward specific audit schedules



Copies of the Focus Month & Audit Schedule Posters will be forwarded via Representative or via email to all areas. If you do not receive a copy please advise your appropriate QuIC Representative

NSQHS Standard 9 *Recognising and Responding to Clinical Deterioration*

by Christine Tauschke



"The intention of Standard 9 is to ensure that any patient deterioration is recognised promptly and appropriate actions are taken."



Organisation-wide systems consistent with the **National Consensus Statement** are used to support and promote recognition of, and response to, patients whose condition deteriorates in an acute health care facility.

Responding to Clinical Deterioration and Escalating Care

Patients whose condition is deteriorating are recognised and appropriate action is taken to escalate care. Clinical Review or MET review

1st JUNE To improve emergency responses the treating teams will be called in the overhead page eg. "MET Response-Ward/Area XX-MEDICAL UNIT XX"

Instead of calling the room number, switchboard staff will need to be given the patients treating team (the Medical Unit).



national consensus statement:

Communicating with Patients and Carers

Patients, families and carers are informed of recognition and response systems and can contribute to the processes of escalating care.

Patient & Family Escalation

- R – Recognise
- E – Engage
- A – Act
- C – Call
- H – Help is on

An approach which enables patient and families to escalate concerns. It aims to empower patients and families to engage with staff if they notice 'something just isn't right' and to call for help if still concerned.



YOU CAN LEARN MORE

✓ ATTEND AN EDUCATION SESSION

See the full PDP calendar for JUNE - [PDP Calendar 1st-30th June](#)

✓ DO A 'GOV. DOC' SEARCH

Read the 'LIVE' Policies & Protocols that relate to Standard 9.

Use the Keyword Search: **'STANDARD 9'**

✓ Ensure ALL Physiological Observations are documented on the Observation Response Chart every time

✓ Complete the '*Clinical Emergencies*' Survey (paper versions available at ALL Standard 9 Education sessions)

<https://www.surveymonkey.com/r/MB7XTPB>

