

What you do today can improve all your tomorrows

Ralph Marston

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Standard 2 Portfolio
Partnering with Consumers



UPDATES

With the implementation of the QuIC's in April 2015 it has been full steam ahead with audits, surveys, action plans, strategies implemented and new quality and sustainability initiatives undertaken.

This work by all has assisted greatly in promoting effective positive change in all areas for not just the patients, but also the staff and visitors to Ballarat Health Services. WELL DONE TO ALL!

As we slow down for the holiday season, lets not put the brakes on too much, lets keep that positive momentum going into the New Year.

Be safe everyone, and enjoy! See you in the New Year
From all the QuIC Team

MERRY CHRISTMAS



Quality, Innovation and Excellence Awards

There has been a total of 37 nominations placed, across both Clinical and Corporate areas. It was a fantastic tally to showcase the great initiatives that are, and have been taking place throughout the hospital. We would like to encourage areas to resubmit some of their initiatives for the 2016 awards, with further evaluation and documentation. The Quality, Innovation and Excellence Awards for 2015 were handed out at the Ballarat Health Services AGM on Monday 30th November 2015. The winners were announced are as follows:

Corporate Nominations Winner

Emergency Department
Reducing Violence & Aggression in the ED

Runner-up

Volunteer Teams
Introduction of the Volunteer Welcome Team

Highly Commended

State-Wide Equipment Program
Joint Procurement project for Non Customised Aids & Equipment

Clinical Nominations Winner

GRPC Team
Development of a Carer package for safe administration of subcutaneous meds

Runner-up

Redesign and Specialist Clinics team
Redesign of the Urology Clinic Template

Highly Commended

3 South
Bedside Folder Redesign
BAROC
Implementing Deep Inspiration Breath Hold



STANDARD 5 AUDIT UPDATE - NOVEMBER 2015

Pt ID & Pt ID Band Audits

Thank you to all those areas that have submitted their audits so far. Good results overall
Reports currently being finalised for all audits and areas submitted.



Focus month for December is Standard 1 Governance for Safety & Quality - See over page for details



December Focus Standard 1

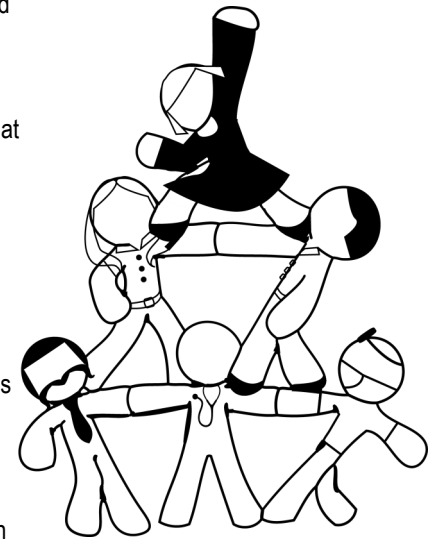
Governance for Safety & Quality

Standard 1 is the largest standard which looks at our governance systems which are vital to improving the safety and quality of the care and services that we provide to our patients, their families and the community.

One of the criteria is incident and complaints management. We have a strongly developed culture of reporting incidents, both clinical and OH&S. On average we have in excess of 800 incidents reported every month.

Every incident is reviewed by a Manager and a member of the GARM team. We use the data for monitor of our performance around the key patient and staff safety issues. The data is reported both at individual unit level as well as a range of committee's right through to the board of Management.

We are always looking to improve the reporting as well as the reporting system (Riskman). A couple of examples of recent improvement strategies:



- Regular audits comparing the medical record for documentation of adverse events to those reported on Riskman eg there is a 3 monthly report comparing the number of pressure injuries coded from the MR to those reported through Riskman and this shows the approximately 20 PI per month are identified and documented in the MR but not reported in Riskman.
- Participating in improvement for Riskman at a state level. Currently the Department of Health are funding a review of the classification in Riskman to simplify them and improve the accuracy and ease of reporting. The aim of this review is to cut the entry time of an incident to 3-4 minutes!!!! BHS has been selected as pilot site for the implementation of this upgrade, occurring early in 2016.



STANDARD 1 COMPETENCIES

As of 3rd December 2015	ACTUAL	KPI
BLS	78.63%	95%
ALS	57.72%	95%
Fire & Emergency Procedures	91.29%	95%
Clinical Transfusion Practice	79.07%	70%
Performance Reviews	65.72%	85%

STANDARD 1 AUDITS & SURVEYS

DECEMBER/JANUARY 2015

The following audits and surveys that are required to take place:

Meeting Survey 2015 - Staff
<https://www.surveymonkey.com/r/52GDHT3>

Meeting Survey 2015 - Mangers
<https://www.surveymonkey.com/r/5YW5M3T>

Clinical Documentation Audit
 These audits will be in conjunction with the GARMU who are currently reviewing the previous tool for its relevance and usefulness.

QuIC representatives for your area will assist & discuss these audits with you.

EDUCATION

Principals of Quality & Safety PDP sessions will be available this month

PDP Sessions - See PDP Calendar for details: <http://bhsnet/node/5252>