

'Communication is only as good as the message received'

Anon

CONTACT INFORMATION

Fiona Strauss Ext. 98573
Acute Inpatient Units/Operating Suite

Standard 6 Portfolio
Clinical Handover



Mary Cushing Ext. 94212
HITH/Chemotherapy Day Unit/CSSD/Radiology/
MDU

Standard 5 & 8 Portfolio
Patient ID & Procedure Matching
Pressure Injury & Skin Integrity



Anna Wong Shee Ext. 96884
Woman's & Children's Unit/Specialist
Clinics/PDPU/Endoscopy

Standard 10 Portfolio
Preventing Falls & Harm from Falls



Christine Tauschke Ext. 96884
Emergency/Critical Care Units/CVS/Dialysis

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
Transfusion Clinical Nurse Consultant
Standard 7
Safe Blood & Blood Products



Karina Rieniets Ext. 96783
Consumer Participation Coordinator

Lisa Todd Ext. 98573
Jo Forteach Ext. 98574
Consumer Liaison & Experience

Standard 2 Portfolio
Partnering with Consumers



UPDATES

Mock Survey

Put it in the Diary...

Mock Survey has been updated to 11th/12th and 13th October 2016

(2nd week after school Holidays)

Governance Plus surveyors, Sandy Thompson and Helen Bucknell, will be returning to BHS from Tuesday 11 October until Thursday 13 October inclusive. They will be looking at how we have sustained and improved our processes in relation to patient and staff safety against the 10 National Safety and Quality Health Service Standards. It is "business as usual" and there should be no additional preparation required.

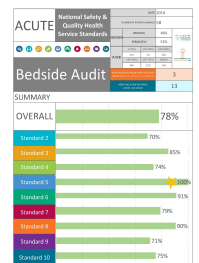
However it is timely to just take a step back and have a look at a few "housekeeping" things such as:

- ◆ Have you had a performance review in the last 12 months?
- ◆ Are your mandatory competencies and organisational requirements up to date?
- ◆ Do you know how your unit has been performing in the standards audits?
- ◆ Do you know what improvements your unit have put in place over the last 12 months?
- ◆ Are you able to talk about your units incidents such as falls, pressure injuries, medication errors etc.....
- ◆ What do your patients say about the care that you and your team provide?

BEDSIDE AUDIT REPORTS 2016

Bedside Audit Reports have been sent out for Acute, Subacute and Mental Health. Action Plans are due back, however with school holidays we have extended the deadline to the end of July .

Any queries in regards to your results or completing your action plans please don't hesitate to contact your QuIC Representative or Alison Eldridge



STANDARD 8 AUDITS UPDATE - JUNE 2016

PIPPS Audit — Audit has been completed, Results will be available later in the year



STANDARD 4 AUDITS UPDATE - MAY 2016

DD Audit — Results distributed soon



Focus month for July is Standard 6 Clinical Handover - See over page for details



July Focus Standard 6

Clinical Handover

NEWS & UPDATES

VIGNETTES

Standard 5&6 will be releasing some education vignettes around Patient Identification and Clinical Handover. These are currently in finalisation and will form the annual competency around Standard 5&6. Each vignette is approximately 5mins and highlight various scenarios and are tailored to various disciplines.



Patient Name:	Rm: 202A	
	Ph: 5320XXXX	
Date:	MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY SUNDAY	
Nurse:	Plan for the day:	
Nurse in charge:		
Estimated date of discharge:	Patient and Family Questions:	
<small>Discharge time is 10:00am</small>		

COMMUNICATION BOARDS

The Annual Bedside Audit results indicated Communication Board Compliance was ↑ 84% in Acute (52% in 2015) and ↓ 58% (83% in 2015) in Sub Acute.

The new Communication Board has been formatted following the trial and we are currently awaiting delivery of the final sample.

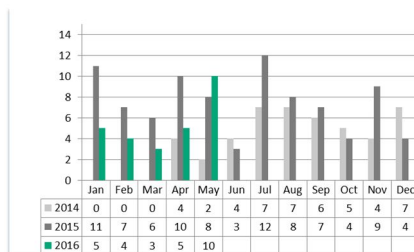
STANDARD 5&6 SUSTAINABILITY WORKING GROUP

The group continues to meet monthly. Each areas has a working group representative so please let your friendly rep know of any handover issues or ideas for your area. **Next Meeting: Tuesday the 12th of July at 1415hrs in the ERC Boardroom**

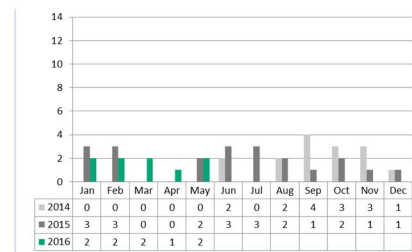
INCIDENTS

Continue to report any Clinical Handover Incidents. These have been valuable to identify gaps and improve practices.

It's great to see consistent reporting through which we are able to identify themes and implement strategies where possible.



ACUTE PATIENTS



DAY PATIENTS

AUDITS — JULY 2016

- Shift to Shift Handover_C
- Bedside Handover_C
- MR Clinical Handover Forms_C (Clinical Handover Form, Pre Op & PAR Checklist, Transfer Form).
Standard 6 Repts to complete

WHAT MAKES A GOOD HANDOVER?

Good Handovers do not happen by chance. Good handover requires the use of four key principals

- ✓ Preparation by staff involved
- ✓ Leadership of active participation in the handover process
- ✓ Structured communication and understanding of the information that should and shouldn't be included.
- ✓ Transfer of accountability between the giver and receiver

THANKYOU

THANKYOU to all staff for your ongoing commitment to improve Clinical Handover. Over the past 2 years we have made great advances with Clinical Handover incident reporting, Clinical Handover Forms, Implementation of Bedside handover, ISBAR and auditing which all support our Clinical Handover Policies and Protocols. **Keep up the great work!**

