

## Together Each Achieves More

### CONTACT INFORMATION

#### Fiona Strauss

Acute Inpatient Units/Operating Suite

Ext. 98573



#### Standard 6 Portfolio

Clinical Handover

#### Mary Cushing

HITH/Chemotherapy Day Unit/CSSD/Radiology/MDU

Ext. 94212

#### Standard 5 & 8 Portfolio

Patient ID & Procedure Matching  
Pressure Injury & Skin Integrity



#### Anna Wong Shee

Woman's & Children's Unit/Specialist Clinics/PDPU/Endoscopy

Ext. 96884



#### Standard 10 Portfolio

Preventing Falls & Harm from Falls

#### Christine Tauschke

Emergency/Critical Care Units/CVS/Dialysis

Ext. 96884



#### Standard 9 Portfolio

Clinical Deterioration & Resuscitation

#### Cathy Caruso

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

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#### Alison Eldridge

Administrative Support /Audit & Evaluation Tool Specialist

Ext. 98571

#### Wendy McLeod

Transfusion Clinical Nurse Consultant  
Standard 7  
Safe Blood & Blood Products

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#### Karina Rieniets

Consumer Participation Coordinator  
HITH/Chemotherapy Day Unit/CSSD/  
Radiology/MDU

Ext. 96783

#### Lisa Todd

#### Jo Forteach

Consumer Liaison & Experience

#### Standard 2 Portfolio

Partnering with Consumers



#### Michael Mennan

Quality Coordinator Mental Health

Ext. 94162

### UPDATES

#### Mock Survey

Well done to all for all your time and effort into making our Mock Survey week run smoothly. Lots of positive and constructive feedback received. Draft report has been received with final report being sent out next week with Action Plans to work towards.



#### Quality, Innovation and Excellence Awards

The Quality, Innovation and Excellence Award nominations will come to a close Friday 4th November 2016. Get your entries in ASAP!

Nominations can be submitted via email to Mary Cushing

([mary.cushing@bhs.org.au](mailto:mary.cushing@bhs.org.au)) or Karina Rieniets

([karina.rieniets@bhs.org.au](mailto:karina.rieniets@bhs.org.au))

and must include:

- Name of nominated project
- Key contact for the submission
- Riskman Q number



Shortlisting will take place shortly with the announcement of award winners taking place at the BHS AGM on Monday 30th November 2016 GOOD LUCK TO ALL!

#### Consumer Communication Boards

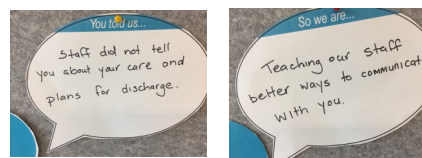
The QuIC's have developed some new resources for your NSQHS Consumer Boards. Thanks to Lynne (Std 6 Consumer) for reviewing the boards and also to the Managers who contributed feedback.

Each area will be distributed a pack of coloured laminated signs to use at your discretion, over the next couple of weeks.



Templates are also available at [S:\QuIC\Consumer Boards](#)

Please contact your QuIC for any further questions.



### STANDARD 8 AUDITS UPDATE - OCTOBER 2016

#### PI Strategies Audit

Still waiting on audits to be received from ALL areas. Due by 11th November 2016. If you need any assistance please speak to your QuIC & Wound CNC Representatives.

### STANDARD 9 AUDITS UPDATE - SEPTEMBER 2016

#### Clinical Response Survey —

Received 71 back, which includes:

Acute (33), Subacute (21), Emergency Dept. (13), Mental HEALTH (4), Outpatients (HITH) (1)

R.E.A.C.H — 6 interviews undertaken with patients (to date)

**UPDATE: BLS Competency now 80.65 % ALL areas!**



Focus month for October is Standard 5 — Patient ID & Procedure Matching - See over page for details



# REMEMBER



# NOVEMBER

## PATIENT IDENTIFICATION

### WHEN?

- Prior to administration of treatment, therapies or examinations
- Transfer of care
- Food service

### WHY?

To ensure the correct patient for:

- The correct exam or therapy
- Medication
- Handover
- Consultation



INPATIENT POSTER



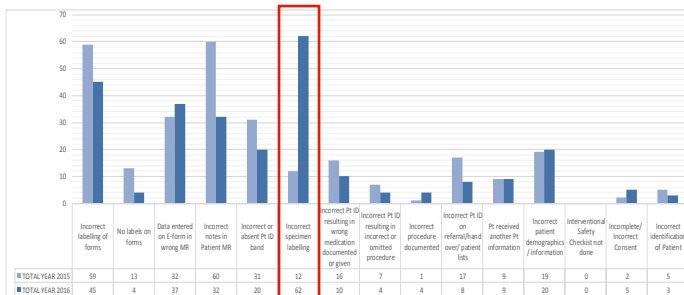
OUTPATIENT POSTER

Do you have your Patient ID Posters displayed? If you do not have any... please advise Alison Eldridge in the GARMU— e:alisonel@bhs.org.au or p: 98571

## STANDARD 5 AUDITS - NOVEMBER

- Wrist Band Audit
- Patient ID Audit

## STANDARD 5 INCIDENTS REPORT - 2016



Most common Patient Identification incidents include incorrect:

- Labelling of pathology specimens
- ID label on forms
- E-form entered into BOSSNET
- Label on Patient ID on referral documentation forms

TOTAL INCIDENTS 2015: 283

TOTAL INCIDENTS FOR 2016 (TO DATE): 263

With 3 months to go we will surpass last years total.

The increase in errors has come about from increased reporting, especially from incorrect ID labelling of pathology specimens.

## WHAT ARE WE DOING ABOUT IT?

There is work currently underway to revamp the process of specimen collection and labelling with a project combined with Standard 7: Positive Patient ID (PPID)

STAY TUNED FOR FURTHER UPDATES!



## EDUCATION

PDP Sessions - See PDP Calendar for details: <http://bhsnet/node/6307>