

Giving opens the way for receiving

Florence Shinn

CONTACT INFORMATION

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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
HITH/Chemotherapy Day Unit/CSSD/
Radiology/MDU

Lisa Todd Ext. 98573

Jo Forteach Ext. 98574

Consumer Liaison & Experience

Standard 2 Portfolio

Partnering with Consumers



Michael Mennan Ext. 94162

Quality Coordinator Mental Health

UPDATES

It has been another great year with the QuIC's, it has been full steam ahead with audits, surveys, action plans, strategies implemented and new quality and sustainability initiatives undertaken. 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 heading towards Accreditation.

Be safe everyone and enjoy! See you in the New Year

From all the QuIC Team

Quality, Innovation and Excellence Awards 2016

The standard and number of nominations for this year's Awards was very good and showcased BHS' commitment to ongoing innovation and quality. We had a total of 22 nominations across both the Clinical and Corporate categories. A highlight of this years' awards is the presentation of in inaugural Consumer Choice award.

The Quality, Innovation and Excellence Awards for 2016 were handed out at the Ballarat Health Services AGM on Wednesday 30th November 2016. The winners announced are as follows:

Corporate Nominations

Winner

State-Wide Equipment
Program: **Health &
Wellbeing Program**

Runner-up

Infection Prevention and
Control Unit: **Staff
Immunisation Program**

Highly Commended

Infection Prevention and
Control Unit: **Isolation
Room Daily & Discharge
Cleaning**



Clinical Nominations



Winner

Emergency Department:
**Using Evidence Based
Practice to Improve 7
Domains of Patient Care
Delivery**

Runner-up

Specialist Clinics:
Primary Care Model

Highly Commended

Maternity Outpatient Dept:
**Discharge, referral and
handover improvements**

Jeyanthi Kunadhasan: **Patient
Blood Management in the pre
operative setting**



Consumer Choice Award - Winner

Grampians Regional Palliative Care Team
Caring in the Grampians Region: A Carer's Perspective

STANDARD 5 AUDITS UPDATE - NOVEMBER 2016

Pt ID & ID Band Audit

Still waiting on audits from a few areas. Results currently being entered and reports to be forwarded in the coming weeks.



STANDARD 8 AUDITS UPDATE - OCTOBER 2016

PI Strategies Audit

Still waiting on audits from a few areas. Due by Friday 2nd December 2016. If you need any assistance please speak to your QuIC & Wound CNC Representatives.



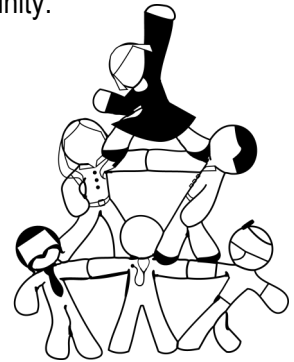
Focus month for December is Standard 1 — Governance for Safety & Quality - See over page for details



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 to monitor 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.



STANDARD 1 AUDITS & SURVEYS — DECEMBER 2016/JANUARY 2017

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

Meeting Survey 2016/17 - Staff

<https://www.surveymonkey.com/r/N2G59KV>

Meeting Survey 2016/17 - Manager

<https://www.surveymonkey.com/r/N2ZVWZC>

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.

STANDARD 1 COMPETENCIES

As of 1st December 2016

	ACTUAL	KPI
BLS	76.75%	95%
ALS	57.26%	95%
Fire & Emergency Procedures	89.41%	95%
Clinical Transfusion Practice	79.91%	70%
Performance Reviews	67.89%	85%

VHIMS 2 — UPDATE

The grass really is green!



The Victorian Healthcare Incident Management System version 2 (VHIMS2) went live for the first time in Victoria at Ballarat Health Services on October 3, 2016.

Because we have been the main pilot organisation for this new system, we have faced a number of challenges associated with the introduction of a significant new computer system. This was predictable but unfortunately not entirely preventable. Most of the 'glitches' with the system have been fixed now and we have had over 1800 incidents lodged in that time.

We plan to have all reporting and alert functionality set up in VHIMS 2 by the middle of next week. We hope that the technical glitches will all be fixed by December 16th.

Thanks to you, our colleagues who have been incredibly engaged and patient in assisting us to 'get it right' for the state. Your feedback and words of encouragement and your insightful use of the system means that we are very optimistic about the new statewide incident management system that we have created together.

EDUCATION

PDP Sessions - See PDP Calendar for details:

<http://bhsnet/node/6425>