

Measuring to meet NSQHS Standards

Developing a framework for continuous improvement

25th & 26th February 2015, CQ Functions, Melbourne

Key Speakers



Paul Curtis
Director of Clinical Governance
**CLINICAL EXCELLENCE
COMMISSION**



Russell McGowan
Healthcare Consumer Advocate
Former Consumer Commissioner
**AUSTRALIAN COMMISSION
FOR SAFETY AND QUALITY
IN HEALTH**



Associate Professor Ian Scott
Director of Internal Medicine and
Clinical Epidemiology
**PRINCESS ALEXANDRA
HOSPITAL BRISBANE**



Sally Bennett
Deputy Director,
Innovation and Quality
MONASH HEALTH

Attend and learn

- How to **ensure clinician buy-in to achieve a culture of continuous improvement**
- How to **increase data capture & tracking**
- How to **demonstrate compliance** to the standards
- How to **interpret & action changes** to achieve & **sustain safety & quality improvement**

**This conference has been
allocated CPD hours.**

> See page 2 for more details

**Register 3 delegates at the 'standard
price' & bring a 4th delegate FREE!**

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BULLETIN

WORKSHOPS

Places are limited!

- A** - How to engage clinicians in measuring quality improvement
 - B** - How to sustain strategic continuous improvement
 - C** - How to conduct a clinical audit
- > see page 5

Developing a framework for continuous improvement

With the National Safety and Quality Health Service (NSQHS) standards firmly established, many hospitals across Australia have now been through the accreditation process and are well under way with driving safety and quality systems to improve health care. However, the issue of how to measure whether you are meeting the standards, and the collection of data remains a challenge. The threat of losing accreditation and the issues of re-licensing, the financial impacts for private hospitals and the poor publicity for public hospitals all pose a very real problem.

The agenda will tackle the following fundamental challenges:

- Gaining **clinician buy-in** and **engaging staff** across all departments in a culture of **ongoing performance measurement**
- Using innovative **tools, systems and solutions** to improve **data capture and tracking**
- Increasing **information collection and presentation** to enable **greater benchmarking**
- **Demonstrating compliance** to the standards and **evidencing safety and quality improvement**

Who will attend?

Directors of Nursing
Nursing Unit Managers
Directors of Clinical Governance
Chief Medical Officers
Quality and Safety Managers
Audit and Accreditation Coordinators
Allied Health Professionals

CPD Hours Allocation

This conference is endorsed by ACN according to our Continuing Professional Development Endorsed Course Standards. It has been allocated CPD hours according to the Nursing and Midwifery Board of Australia – Continuing Professional Development Standard.

Day 1: 6.5 CPD hours

Day 2: 4 CPD hours

Total: 10.5 CPD hours

Workshops: 3 CPD hours per workshop



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28th November 2014*

Plus key contributions from:

Di O'Kane

Queensland Health

Alan Lilly

Eastern Health

Maxine Hamilton

South Eastern Sydney Local Health District

Lyn Woodhart

South Eastern Sydney Local Health District

George Rubin

South Eastern Sydney Illwara Health Service

Maria Jessing

South Eastern Sydney Illwara Health Service

Kirsty Calabro

Royal Brisbane and Women's Hospital

Edel Murray

St Vincent's Private Hospital

Catherine Li

King Edward Memorial Hospital

Samantha Rankin

Royal Perth Hospital

Nick May

Royal Perth Hospital

Sally Bennett

Monash Health

Belinda Powell

Monash Health

To register

phone **1300 316 882**

fax **1300 918 334**

registration@criterionconferences.com

www.hospitalhealthstandards.com

Day 1

Wednesday 25th February 2015

**Register 3 delegates at the
'Standard Price' & bring a 4th
FREE!**

8:30 Registration, coffee & networking

9:00 Opening remarks from the Chair

Russell McGowan

Australian Commission for Safety and Quality in Health Care

Evidencing quality & safety improvement

9:10 Understanding & demonstrating compliance with the NSQHS Standards

KEYNOTE

- Addressing the audit burden with the quality audit reporting system
- Demonstrating outcome measures and minimising adverse events
- Evidencing improvement of care and patient outcomes
- A perspective on the future of the system and potential standards review

Paul Curtis

Director, Clinical Governance

Clinical Excellence Commission

9.50 What standards the public has a right to expect from health care services

KEYNOTE

- Entrenching a national consistency for consumers care
- Embedding consumer centred measurement
- How health organisations can be accountable to their patients
- Update on plans for the standards review and timeline for implementation

Russell McGowan

Healthcare Consumer Advocate and Former Consumer Commissioner

Australian Commission for Safety and Quality in Health Care

10:30 PROBLEM SOLVING SESSION: Addressing the practicalities of embedding holistic measurements for performance

- Ensuring measurement has input from all stakeholders - clinicians, managers, consumers
- Consumer centred performance measures versus clinician based performance measures

11:10 Morning tea and networking

Increasing data tracking & capture

11:40 Devising audit tools to measure & monitor safety & quality

- Understanding the role of data in quality improvement
- Developing measurement plans and performance indicators
- Collecting and presenting data

Di O'Kane

Director, Systems and Measurement, Patient Safety Unit

Queensland Health

12:20 ROUNDTABLE DISCUSSIONS

How are we operationalising the measurement of performance against the standards? What are the compliance rates with the standards to date? Which standards are proving more problematic for performance measurement and compliance rates?

1:00 Networking lunch

2:00 Developing a system to measure the standards

- Mechanisms for collecting and reporting data
- Undertaking analysis and gaining access to audit tools
- Finding the time and resource to collect data
- Identifying the right IT system to enable you to measure performance

Vasu Iyengar

Chief Medical Officer

Goulburn Valley Health

2:40 Linking and mapping clinical indicators to the NSQHS Standards

- How can clinicians incorporate the clinical indicator program in their normal working routine
- Clinical indicators to assist in identifying areas for improvement
- Using the clinical indicator program to provide evidence needed to meet the national standards

Gary Cadwallender

Manager, Performance and Outcomes Service

The Australian Council on Healthcare Standards

3:20 Afternoon tea & networking

3:50 Embedding robust clinical indicators to reduce clinical risk

- Entrenching a framework for measurement in everyday practice
- Setting your organisational structure up with a fit for purpose framework
- Establishing processes, structures and systems to measure and improve patient outcomes
- Standardising data collection to sustain improvement

Catherine Li

Performance Review and Audit Coordinator

King Edward Memorial Hospital

4:30 Developing audit tools to enable benchmarking ward to ward

- Graphing results to ensure transparency to patients, carers, staff and visitors
- Using snapshot dashboards on your database to enable ward staff to track results over time
- Devising action plans once gaps and low compliance are identified

Kirsty Calabro

Clinical Handover Coordinator

Royal Brisbane and Women's Hospital

5:15 Closing remarks from the Chair & close of day one

Day 2

Thursday 26th February 2015

SAVE \$200 when you register
& pay by 19th December 2014*

8:30 Welcome, coffee & networking

9:00 Opening remarks from the Chair

Dr Ian Scott
Princess Alexandra Hospital

Achieving clinical engagement

9:15 Measuring clinician performance and providing feedback to improve future practice

- Deciding what to measure and why
- Gathering data that is accurate and reliable
- Feedback methods and support that engender change
- Closing the loop and ensuring improvements in practice

Dr Ian Scott
Director of Internal Medicine & Clinical Epidemiology
Princess Alexandra Hospital

10:00 Building clinician engagement in performance measurement

- Putting systems in place to manage data and finding the right tools
- Establishing evidence based strategies to increase effectiveness
- Gaining buy-in for a holistic approach to embed a culture of improvement

Sally Bennett
Deputy Director, Innovation & Quality
Monash Health

10:45 Morning tea & networking

11:15 How can we achieve culture change to strive for continuous improvement?

- Are the standards and compliance rates known and being committed to by front-line clinicians?
- How can we achieve culture change at clinician and executive level to embed a culture of continuous improvement not just preparation for accreditation?

Samantha Rankin, Staff Development Educator, Clinical Audit and
Nick May, Staff Development Educator, Professional Development
Royal Perth Hospital
Sally Bennett, Deputy Director, Innovation and Quality
Monash Health

INTERACTIVE PANEL DISCUSSION

12:00 Engaging & empowering staff to achieve a culture of quality improvement

- Increasing communication, education and training to improve patient safety
- Embedding an understanding that measurement is part of the whole quality improvement cycle
- Empowering all staff to report issues and suggest changes

Samantha Rankin, Staff Development Educator, Clinical Audit and
Nick May, Staff Development Educator, Professional Development
Royal Perth Hospital

12:45 Networking lunch

Closing the quality loop

1:45 The High Performing Health Service Trilogy – Patients, People and Performance

- Using data to measure, monitor and drive performance improvement
- Capturing consumer feedback and giving them a voice
- Maximising leadership to achieve culture change

Alan Lilly
Chief Executive Officer
Eastern Health

2:30 Implementing sustainable auditing programs

- Interpreting data and using it to implement evidence based care
- Assigning responsibilities and recognising the need to be accountable for performance
- Monitoring practice to ensure accountability of service

George Rubin, Director Clinical Governance and
Maria Jessing, Clinical Improvement Manager
South Eastern Sydney Illawarra Health Service

3:15 Afternoon tea & networking

3:45 PROBLEM SOLVING SESSION

How do you sustain quality & safety improvement in a constantly changing environment?

4:30 Sustaining performance measurement to recognise & respond to clinical deterioration

- Formalising processes to escalate concerns
- Recognising deterioration triggers and catching them in time
- Developing systems for evaluation to minimise acute events
- Constant monitoring and modifying to ensure continued compliance

Edel Murray
Quality Coordinator
St Vincent's Private Hospital

5:15 Closing remarks from the Chair & close of conference

SAVE \$100 when you register
& pay by 23rd January 2015*

Workshop

Friday 27th February 2015

How to conduct a clinical audit

Post Conference Workshop C

Friday 27th February 9:00am – 12:00pm

Developing a procedure for how to do an audit is crucial for hospital and health care providers in order to meet the requirements of the NSQHS Standards and maintain accreditation. This workshop will address the step by step planning of delivering an audit.

Topics to be discussed:

- Deciding your sample size and who should be involved
- Transforming results into meaningful data
- Developing evidence based strategies for future improvement
- Designing audit tools

What you will take away:

- An understanding of how best to manage data and cut data
- Tools for demonstrating electronic reports and automated reporting
- Ideas for better benchmarking across different wards

Your workshop leader:



Sally Bennett, Deputy Director, Innovation & Quality and
Belinda Powell, Quality Standards Manager
Monash Health

Sally is the Deputy Director in the Monash Innovation and Quality team, and leads the team responsible for setting, implementing and maintaining the National Quality Standards, and the Risk management team.

Sally is a Governance and Risk Management professional, and has had over 20 years of experience in establishing Risk and Governance Frameworks across a range of different organisations, from high risk industrials to health sector and community service organisations.

She works with these organizations to implement both strategic and operational risk practices and to build mindful risk leadership within the organisation, ensuring both a performance mentality and compliance are achieved and driven from the top. Prior to Monash Health, Sally was the Owner and Managing Director of a specialist risk and governance consultancy for 10 years.

For full bios visit www.hospitalhealthstandards.com

To register

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Registration Page

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Venue

CQ Functions
113 Queen Street, Melbourne VIC 3000
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Accommodation

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Delegate Details

Please complete: (Please photocopy for additional delegates)

DELEGATE ONE

Delegate Firstname: _____

Delegate Surname: _____

Job Title: _____

Department/Branch: _____

Company/Organisation: _____

Email: _____

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Postal Address: _____

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Measuring to meet NSQHS Standards

25th & 26th February 2015, Melbourne

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