

NHMRC Centre of Research Excellence in Patient Safety Seminar Incident Management Seminar

Thursday 26th July 2007

Incident management forms an integral part of our health systems' quality and risk management work program. Incident reporting provides healthcare workers with the ability to disclose adverse events and near misses in anticipation that contributing factors can be identified and corrections made to prevent similar incidents recurring.

Given widespread recognition that hospitals should establish effective voluntary incident management systems, there is a need to ensure that they meet the needs of those expected to use them and provide valuable information to drive change.

This seminar aims to (a) identify positive outcomes from incident management; (b) discuss the role of incident reporting in relation to the wider safety and quality framework; and (c) identify ways in which to enhance incident management systems.

Venue:

Kerry Packer Education Centre Royal
Prince Alfred Hospital Missenden Road,
Camperdown, NSW

Venue details, accommodation and parking information can be found on our web site at:
www.CREpatientsafety.org.au

Seminar Date - Thursday 26th July 2007

Seminar Time - 9am - 4.30pm

Cost - \$165 per person (incl. of GST)

Enquiries to Peta McLaughlin 03 9903 0245
or Sue Evans 03 9903 0017 or fax your
Registration Form to 03 9903 0181.

Speakers

Professor Richard Thomson, Director of Epidemiology and Research at the National Patient Safety Agency. Richard leads the agency's work on R&D and evaluation, on prioritisation and on the use of data on patient safety; having set up the Patient Safety Observatory. Richard is Professor of Epidemiology and Public Health at the Medical School of the University of Newcastle upon Tyne, UK.

Professor Peter Cameron, Director, NHMRC Centre of Research Excellence in Patient Safety (CRE-PS). Peter is an emergency physician at the Alfred Trauma Centre. He is also Head of the State Trauma Registry and Chair, Statewide Emergency Access Reference Committee.

Dr Peter Kennedy, Director, Clinical Governance Unit, Sydney South West Area Health Service. Peter worked in clinical medicine as a geriatrician for twenty years, since then he has been involved in management and activities related to quality and safety.

Dr John Wakefield, Senior Director, Queensland Health Patient Safety Centre. John took a lead role in the implementation of a Patient Safety System at the Princess Alexandra Hospital, modelled on the successful United States Veterans Health Administration. He has been instrumental in the development of a systematic approach to patient safety in Queensland, culminating in the opening of the Patient Safety Centre in January 2005.

Professor Bill Runciman, President, of the Australian Patient Safety Foundation (APSF). Bill and other APSF colleagues conceptualised and implemented the Australian Incident Monitoring Study (AIMS) in the form of a nation-wide paper-based anaesthesia incident monitoring project. Bill is currently Professorial Research Fellow - Human Factors and Change Management in Healthcare at the Royal Adelaide Hospital, Joanna Briggs Institute and University of Adelaide.

Dr Christine Jorm, Senior Medical Advisor, Australian Commission on Safety and Quality in Health Care. Christine practised as an anaesthetist for more than 15 years and has an MD in neuropharmacology. Her interest in quality assurance in anaesthesia led to full time cross-disciplinary work in patient safety and quality. She then worked as a senior lecturer in the Centre for Clinical Governance Research at the University of New South Wales. Christine has written on medical culture, root cause analysis and how doctors view the system in which they work.



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Speakers - *continued*

Associate Prof Helena Britt, Director of the Family Medicine Research Unit, University of Sydney. Helena plays a major role in the National GP data collection program BEACH. She began her career as a psychologist and has a PhD in General Practice. Helena's interests are in data quality and methodological development in clinical data collection and classification in primary care.

Ms Christine Conn, Patient Safety Program Manager, Clinical Governance Unit, Northern Sydney Central Coast Health Service. Chris works in the field of quality and patient safety. She holds a Masters in Nursing and is Honorary Associate (Clinical Fellow) Faculty of Nursing, Midwifery and Health University of Technology, Sydney.

Dr Paul Curtis, Director Clinical Governance, Greater Southern Area Health Services, NSW.

Ms Lyn David, Manager, Office of Safety & Quality in Healthcare, Department of Health, Western Australia. Lyn is responsible for Clinical Risk and Incident Management at State level. She has comprehensive clinical and management experience as a Physiotherapist in public and private health sectors. Lyn has post graduate qualifications in Health Services Management.

Dr Sue Evans, Executive Officer, Senior Research Fellow, NHMRC CRE-PS. Sue has recently completed a PhD aimed at improving incident reporting by medical and nursing staff. Sue coordinates post graduate research with the Centre and a post graduate MPH Unit through Monash University.

Dr Chris Farmer, Director, Medical Administration, Repatriation General Hospital and Medical Director, St Andrews Private Hospital. Chris is interested in design, development and implementation of electronic information systems for quality improvement and organisational performance management. He has assisted in the development of an integrated reporting system for local service usage and hospital performance monitoring, and an automated glucose control system.

Dr Kim Hill, Director, Clinical Governance, Hunter New England Health. Kim has worked extensively at senior levels in the delivery of health care, including as Chief Medical Officer/Executive Director of Medical Services at The Alfred/Bayside Health in Melbourne. Kim is a Medical Surveyor for the ACHS and an Associate Investigator with the NMMRC CRE-PS.

Prof Joseph Ibrahim, Foundation Professor Aged Care Medicine, Peninsula Health; Consultant Physician with Specialist Investigations Unit at Victorian Institute Forensic Medicine & State Coroners Office, an Associate Director with CRE-PS. In 1999, Joe established the Health Services Research Unit, Department of Epidemiology and Preventive Medicine, Monash University, after completing his PhD examining the epidemiological principles of performance measurement and quality in health care.

Ms Alison McMillan, Director, Quality and Safety Branch, Department of Human Services, Victoria. Alison takes a leadership role in shaping the quality agenda for the state and collaborating with state and territory counterparts on national issues. Alison has more than 25 years experience as a clinician and executive in the public healthcare sectors of the UK and Australia.

Ms Ros Madden, Manager of Data Development and Statistics, Australian Commission on Safety and Quality in Health Care. Before joining the Commission, Ros headed the work at the Australian Institute of Health and Welfare on disability, drug services and medical indemnity. A statistician by training, Ros has previously worked on information across a range of policy areas and has worked internationally on health classifications.

Ms Christy Pirone, Principal Consultant, Safety and Quality, Department of Health, SA. Christy graduated from Indiana University with a Bachelor of Science in Nursing and has a Master of Clinical Science Degree. Her background is in intensive care, hyperbaric medicine, safety and quality, and clinical research. She lectures at University of Adelaide.

Ms Jill Porteous, Director, Clinical Governance for Country Health Services, Department of Health, Western Australia. Jill has worked in the area of patient safety and clinical governance for the last 5 years. She has established a clinical governance program across WA's Country Health Sector.

Ms Jill Reyment, Better Practice Co-ordination Manager, Greater Southern Area Health Services, NSW.

Mr Greg Roberts, Clinical Research Pharmacist, Repatriation General Hospital. Greg's current research areas include the development of a clinical decision support based glycaemic management system for hospitalised patients, anticoagulation, dosing approaches for renally cleared drugs and DVT prophylaxis.

Ms Fiona Tito-Wheatland, Health policy analyst, researcher and consumer advocate. Fiona has extensive experience in patient safety and quality, prevention of adverse events and consumer and community participation in healthcare. She is a PhD Scholar at the ANU College of Law, researching the barriers to adoption of safer care in health.

Program

08:30 Registration

Morning Program: Facilitated by Dr Christine Jorm

09:00 **Dr Peter Kennedy:** It's all in the narrative.

- What's important to report?
- How is the incident management system best used?
- Where does it fit in the scheme of Quality & Safety?

09:20 **Panel Discussion: Dr John Wakefield, Ms Christy Pirone, Ms Alison McMillan, Ms Lyn David**

- Where is the evidence that we are improving patient safety using these systems?
- What do we need to do at a jurisdictional level to support and effectively manage incident reporting in health settings?
- Where is the balance - investment versus return?

09:50 **Professor Bill Runciman:** World Health Organisation work. Suggestions for future strategies to enhance incident management.

10:10 **Ms Fiona Tito Wheatland:** The dilemma - what should be publicly accessible? Legal, ethical issues and the consumer's right to know.

10:30 Morning tea break

Mid-Morning Program: Facilitated by Dr Peter Kennedy

11:00 **Dr Sue Evans:** Barriers to reporting: addressing concerns from the trenches.

11:20 **Ms Christine Conn:** Local action of incidents by the Patient Safety Manager.

11:40 **Ms Jill Porteous:** A quality improvement project relating to incident management.

12:00 **Questions to the speakers**

12:10 Lunch

Afternoon Program: Facilitated by Dr Joseph Ibrahim

13:10 **Associate Professor Helena Britt:** The BEACH Study. Incident management in General Practice.

13:30 **Dr Chris Farmer and Mr Greg Roberts:** Improving reporting of medication incidents.

13:50 **Dr Paul Curtis and Ms Jill Reymont:** The rural perspective: unique issues and how to address them.

14:10 **Questions to the speakers**

14:20 Afternoon tea break

14:40 **Ms Ros Madden:** What work is the Australian Commission on Safety and Quality in Health Care planning on incident reporting in its Information Strategy?

15:00 **Dr John Wakefield:** Getting the process right at the institutional level. What structures and processes are required to get it right?

15:20 Short break

15:30 **Professor Richard Thomson, via video link:** The UK National Health Service Reporting System: the state of play overseas.

16:00 **Panel Discussion: Professor Peter Cameron, Dr Christine Jorm, Dr Kim Hill, Professor Richard Thomson**

Analysis of the major issues and potential for reform.

- What common threads exist amongst those who are doing it well?
- How can we incorporate those things into everyday practice across the health system?
- How will we know when to stop using incident management systems?

16:30 **Professor Peter Cameron:** Close of Seminar.

Incident Management Seminar: 26 July, 2007

REGISTRATION FORM

Please complete this form and fax to 03 9903 0181



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Cost - \$165 per person (GST inclusive)

Payment can be made by cheque payable to Monash University, or by credit card.

Cheque payments must be forwarded independent of any other payments. A copy of your registration must be included with your payment.

Please send cheques to - CRE Patient Safety Seminar, Department of Epidemiology & Preventive Medicine, Monash University, Alfred Hospital, Melb. 3004

You will be notified by email within 10 working days of receipt of registration.

Please book early as places are limited.

Please keep a copy of this form as a tax invoice/receipt

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