

Implementing Quality Indicators: Moving from Theory into Practice

Thursday 11th June 2009

About the seminar: A national priority area for improving safety and quality in health care is better use of data to identify, learn from and prevent errors and system failure. The Council of Australian Governments has recently endorsed collection and reporting of performance indicators in the National Healthcare Agreement.

Measurement is now an integral part of healthcare delivery. Quality indicators should represent strategically placed probes into the health system to assess how well a service or an individual is performing. They should be regarded as tools to be used as part of an overall strategy to drive quality improvement: a means to an end and not an end in themselves.

This seminar will provide delegates with practical experiences from those who have implemented quality indicators in their institution or specialty area. It is designed to provide advice and guidance by sharing lessons learned from those who have used them to effectively introduce change and improve service delivery.

Who should attend? This seminar should be attended by people who have responsibility for implementing and evaluating care and service delivery at a clinical unit or institutional level.

It will be conducted by the NHMRC Centre of Research Excellence in Patient Safety in conjunction with the New South Wales Clinical Excellence Commission.

Venue: Kerry Packer Auditorium,
Royal Prince Alfred Hospital,
Missenden Road,
Camperdown, NSW, 2050

Seminar date: Thursday 11th June, 2009

Seminar time: 09.00am - 4.40pm
(Registration opens at 08.30am)

Cost - \$220.00 per person (incl. of GST)

Further venue details, accommodation and parking information can be found on our website at:
www.crepatientsafety.org.au

Enquiries to Catherine Pound on 03 9903 0891 or
catherine.pound@med.monash.edu.au.



Centre of
Research Excellence
in Patient Safety



Speaker details (in order of appearance)

Professor Clifford F Hughes AO is the CEO of the Clinical Excellence Commission in NSW. For 25 years, until January 2005, he was a Senior Partner in an extremely busy cardiothoracic surgical practice at Sydney's Royal Prince Alfred Hospital. He was a Member of the Australian Council on Safety and Quality in Health Care and chaired taskforces on Safe Hours, Fatigue and Device Tracking. He holds fellowships in the Royal Australasian College of Surgeons, the American College of Surgeons, the American College of Cardiology and the American College of Chest physicians as well as the Cardiac Society of Australia and New Zealand. Professor Hughes was awarded the Order of Australia in 1998 for "service to cardiac surgery, international relations and the community".

Ms Belinda Emms leads the Health Care Safety and Quality Unit at the Australian Institute of Health and Welfare, which is undertaking a range of projects to improve reporting and information availability on safety and quality across the Australian health care system. Ms Emms has expertise in performance and information management, project and programme management, change management, policy and business planning. This has been gained through experience in the UK children's services sector (which includes health, education and social services) and the Australian University sector, including projects to improve information sharing and reporting capabilities through service re-design and implementation of new ICT systems.

Mr Neville Board is Strategy Manager at the Australian Commission on Safety and Quality in Health Care. Current projects include developing a national reporting strategy for safety and quality in health care, guidelines for the evaluation and safe implementation of electronic medication management systems in hospitals (with the National E-Health Transition Authority), and data standards for surveillance of healthcare associated infections. At the Cancer Institute NSW (2003-2008), he established the NSW Clinical Cancer Registry Program, and the National Round Table for Structured Pathology Reporting for Cancer. He also led the development in NSW of cancer datasets, and established the Standard Cancer Treatments program (CI-SCaT).

Ms Darlene Hennessy joined the Australian Council on Healthcare Standards (ACHS) in August 2006 as Executive Director – Development. Her key responsibilities include developing and maintaining industry standards, leading the organisation's programs in performance and outcomes measurement and research. In her role as Executive Director – Development, Darlene has conducted presentations at major international conferences and was appointed to provide consultancy on standards development to the Kuwait Ministry of Health. As a surveyor for the International Society for Quality in Health Care (ISQua) surveyor she has participated in the evaluation of health care organisations internationally.

Mr Andrew Clarke has 28 years experience in the Victorian Public Health Sector. His early nursing experience was in the general medical area, at which time he developed a particular interest in patient safety. Since 2003 Andrew has worked as Senior Project Officer in the Victorian Department of Human Services, working on a range of national and statewide projects seeking to improve the quality and safety of patient care. Currently he is involved in the Surgical Outcomes Information Initiative and the Patient Safety Monitoring Initiative.

(continued overleaf)

Implementing Quality Indicators: Moving from Theory into Practice

Thursday 11th June 2009

Speaker Profiles

Mr Mark Anns is the Manager, Quality and Clinical Collaboration at the Cancer Institute NSW. He is currently coordinating the development of a range of clinical and performance indicators for cancer services in NSW. Previous to his work at the Institute he was NSW Health Manager of the NSW Opioid (Methadone and buprenorphine) Treatment Program. Mark is a psychologist by training. He has been integrally involved in the development and implementation of NSW cancer service indicators (including clinical indicators) to assess the quality and effectiveness of care. He will highlight the experience of the Cancer Institute NSW in identifying the role and purpose of indicators as applied to cancer services.

Ms Kirstine Sketcher-Baker has a statistical background with a longstanding interest in monitoring patient safety and quality of care in hospitals. Her current appointment is Manager of the Clinical Monitoring Team within the Clinical Practice Improvement Centre in Queensland Health. Kirstine has recently led the development and implementation of the Variable Life Adjusted Display methodology throughout Queensland public and private hospitals. This statistical process control methodology presents clinical outcomes graphically for a selected time period and hospital and has a flagging mechanism which triggers a request for a review to be undertaken to determine the cause of variation in patient outcomes.

Dr Kim Hill is the Director of Clinical Governance for Hunter and New England Health, NSW. She 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 NHMRC Centre of Research Excellence in Patient Safety (CRE-PS).

Mr Colin Frick commenced with the Improvement Foundation (Australia) in March 2007 and has significant senior management experience. Colin has been responsible for managing large budgets and has experience working within complex organisations with diverse stakeholder involvement. He has advanced IT skills and has a strong understanding of data reporting. He has been responsible for strategic planning from concept stage to implementation. Colin is a strategic thinker with broad executive experience across a range of areas and has managed small and large teams. He holds a Bachelor of Commerce from the University of Adelaide and has attended many development courses including quality systems, balanced scorecard development, strategic planning and risk management.

Associate Professor Jacqueline Close is a Geriatrician at the Prince of Wales Hospital in Sydney where she runs the Falls, Balance and Bone Health Service. She is a Senior Research Fellow at the Prince of Wales Medical Research Institute and is currently undertaking a number of clinical risk factor and intervention studies including understanding risk of falls in people with cognitive impairment, medications and medical conditions in falls and the role of vascular integrity in falls. She is the Chair of the Falls Advisory and Implementation Group at the POWH and has a particular interest in translational research. Use of data has been critical to the success of the falls prevention program run at the Prince of Wales Hospital.

Professor Peter Collignon is Director of Microbiology and the Infectious Diseases Unit at The Canberra Hospital and a Professor in the School of Clinical Medicine of the Australian National University. In 2001 he spent 5 months working at World Health Organization (WHO) headquarters in Geneva on a project related to the overuse of antibiotics in food animals. His main research interests involve antibiotic resistance in Staph. aureus, E.coli, pneumococcus and P. acnes. He is also very active in Infection Control and issues with hospital-acquired infections, especially blood stream infections associated with intravascular catheters.

Professor Peter Cameron is a Consultant Emergency Physician and Director of CRE-PS. He has a strong research background in epidemiology and health services and systems research. He has presented and published widely with over 200 peer reviewed publications. As well as successfully managing a large number of research and contract grants for clinical and health services research, he also consults widely on health policy and health service development.

Dr Sue Evans is Associate Director of the NHMRC Centre of Research Excellence in Patient Safety. With an undergraduate qualification in nursing and a PhD in Medicine, her main research interest involves clinical measurement. In 2008, she co-authored a report titled, "Measuring Quality in Private Hospitals" which identified a core set of clinical indicators suitable for collection to monitor quality of care and proposed a framework for collection and dissemination of indicator data.

Mr Tim Coombs has been active in supporting the implementation of routine outcome measurement in mental health services in Australia and New Zealand. He is currently coordinator of Training and Service Development for the Australian Mental Health Outcomes and Classification Network (AMHOCN) based at the New South Wales Institute of Psychiatry. He helped facilitate the National Mental Health Benchmarking Project, benchmarking across four program areas, Child and Adolescent, Adult, Older persons and forensic.

Mr Jed Duff is the project facilitator for the Warfarin Practice Improvement Project at St Vincent's Hospital. His clinical experience is primarily in the areas of critical care and peri operative nursing. He has held various positions within these specialties, including; clinical nurse specialist, clinical nurse educator and practice development facilitator. Jed has a keen interest in quality, safety and practice development and is currently working on a warfarin practice improvement project at St Vincent's Private Hospital. Jed holds postgraduate qualifications in critical care nursing and education and is currently finishing his Masters in clinical leadership.

Associate Professor Caroline Brand is a Specialist Rheumatologist who has spent 15 years working in private practice and in VMO Rheumatology positions at RMH and Alfred Hospital and later, completed a Master of Public Health. Her roles have included Director of the Clinical Epidemiology & Health Services Evaluation Unit (CEHSEU) at Melbourne Health and more recently in a research role within CRE-PS at Monash University. Caroline's personal research interests reside in clinical and health services research focusing on clinician engagement in a systems approach to patient safety, models of care for management of chronic rheumatic disease, implementation of evidence into practice and use of data linkage to inform assessment and monitoring of quality and safety in healthcare.

Ms Stella Kok is the Nurse Unit Manager on the Medical Rehabilitation Unit at St Joseph's Hospital. More recently Stella has been seconded to work as Quality Manager Coordinator for St Joseph's. She has a great interest and passion in using rehabilitation outcome measures to drive quality improvement. The work she has led using Australasian Rehabilitation Outcomes Centre (AROC) benchmarking data, was recognised when it won the NSW Health Baxter Award for effectiveness in 2006.

Implementing Quality Indicators: Moving from Theory into Practice

Thursday 11th June 2009

Time	Speaker	Organisation	Area covered
0830	REGISTRATION		
Session 1:	Setting the scene		Facilitator: Prof Cliff Hughes
0900 - 0920	Prof Cliff Hughes	Clinical Excellence Commission	What is the history of indicator development?
0920 - 0940	Ms Belinda Emms	Australian Institute of Health & Welfare (AIHW)	Update on the National Indicators Safety and Quality Project
0940 - 1000	Mr Neville Board	Australian Commission on Safety & Quality in Health Care	National Indicators Safety and Quality Project: taking the next steps
1000 - 1030	Panel Discussion: Panel joined by Ms Darlene Hennessy, Australian Centre for Healthcare Standards (ACHS)		
1030 - 1100	MORNING TEA (30 minutes)		
Session 2:	Building indicators into existing systems		Facilitator: Mr Neville Board
1100 - 1120	Mr Andrew Clarke	Quality & Safety Branch, DHS, Vic	AusPSI indicators: using routinely collected administrative data to identify clinical indicators of safety & quality: a Victorian initiative
1120 - 1140	Mr Mark Anns	Cancer Insitute, NSW	Getting buy-in. Experience in setting up a work program to collect indicators
1140 - 1200	Ms Kirstine Sketcher-Baker	Clinical Practice Improvement Centre, Qld Health	Can indicators show the 'vital signs' of our service? Can poorly derived indicators drive quality improvement?
1200 - 1230	Panel Discussion: Panel joined by A/Prof Kim Hill, Clinical Governance Unit Hunter Health		
1230 - 1320	LUNCH (50 mins)		
Session 3:	Establishing new indicators		Facilitator: A/Prof Kim Hill
1320 - 1340	Mr Colin Frick	Improvement Foundation (Australia)	A collaborative, systematic approach to measuring quality and safety in General Pracitce.
1340 - 1400	A/Prof Jacqueline Close	Prince of Wales Medical Research Institute	Falls quality indicators
1400 - 1420	Prof Peter Collignon	Dept of Infectious Diseases & Microbiology, ACT Health	Infection control indicators: Staphylococcus aureus bacteraemia (SAB) and other Healthcare associated infections (HCAI) as hospital indicators
1420 - 1450	Panel Discussion: Panel joined by Professor Peter Cameron, CRE-PS		
1450 - 1510	AFTERNOON TEA (20 minutes)		
Session 4:	The feedback loop		Facilitator: Dr Sue Evans
1510 - 1530	Mr Tim Coombs	Australian Mental Health Outcomes & Classification Network	Mental health indicators
1530 - 1550	Mr Jed Duff	St Vincent's Hospital	Medication indicators: ADEs
1550 - 1610	A/Prof Caroline Brand	Melbourne Health	Turning an indicator into action
1610 - 1640	Panel Discussion: Panel joined by Ms Stella Kok, St Joseph's Hospital		
1640	CLOSE		

Implementing Quality Indicators: Moving from Theory into Practice

Thursday 11th June 2009

REGISTRATION FORM



Centre of
Research Excellence
in Patient Safety

COST - \$220.00 per person (inc. of GST)

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

FAX completed registration forms to: 03 9903 0181

OR

EMAIL completed registration forms to catherine.pound@med.monash.edu.au

POST cheques or money orders to:
Gary White - CRE Patient Safety Seminar
Department of Epidemiology & Preventive Medicine
Monash University
Alfred Hospital, Commercial Road
Melbourne Victoria 3004

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

Monash University ABN 12 377 614 01

Title _____ **First name** _____ **Surname** _____

Phone _____ **Email** _____

Position _____ **Organization** _____

Payment details

(We are unable to accept Amex or to issue tax invoices)

Visa **Mastercard** **Cheque**

Total amount paid _____

Name on card _____

Card number

Expiry date _ _ / _ _

Signature _____



MONASH University
Medicine, Nursing and Health Sciences