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QualityMatters

The monthly newsletter of Hunter New England Health Clinical Governance

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Comments and
queries welcome:
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From the Director...

Quality Matters is now officially in its second year.

Our monthly newsletter is an important strategy for profiling key initiatives and introducing the Clinical Governance team and colleagues to a wider HNE Health audience. So it is pleasing to know that each month it reaches 8,500 HNE Health employees by email and is opened by more than 4000 of them.

This figure does not include our VMO staff, nor account for printed copies distributed in ward areas and staff common rooms, which of course increase the newsletter's exposure.

We are keen to receive further



feedback and so this month we have included a survey and invite you to forward your comments.

The inaugural Christmas Quiz was

also a great success, with over 100 entries and with respondents indicating a good understanding of who we are and what we do.

Of course, the newsletter is dependent on its contributions, and individual contributions to the newsletter and to its distribution are clearly very important. Thank you to all who contributed articles, profiles and RCA reviews and who have helped distribute it to their colleagues.

I would also like to thank the Editorial Team and especially A/Professor Anne Duggan, who made sure that there was an edition every month!

Dr Kim Hill
Director
Clinical Governance

Update on CHASM

The Collaborating Hospitals Audit of Surgical Mortality (CHASM) program commenced in NSW in January 2008 with Hunter New England and Sydney West Area Health Services as pilot sites.

The program's aim is the implementation of a systematic peer reviewed audit of all deaths in NSW associated with surgical care (operated and non-operated).

All surgeons credentialed to operate in HNE Health facilities have now been contacted by letter to inform them of the program and in January this year Maureen Tarrant was appointed as a clinical audit manager to provide support for surgeons in HNE Health participating in the review process.

In the coming months the Clinical Audit Manager will be traveling around HNE

Health to meet with surgeons to familiarize them with the CHASM process.

The clinical audit manager's roles include supporting surgeons in the completion of documentation as well as notifying the CHASM team of deaths related to surgery.

HNE Health has already sent its first report to the Clinical Excellence Commission's CHASM team.

It is both a challenge and a privilege for HNE Health to be one of the inaugural health services to participate.

For more information on the CHASM project contact the clinical audit manager for HNE Health, Maureen Tarrant on 4921 4925 or by email maureen.tarrant@hnehealth.nsw.gov.au

Australian Council on Healthcare Standards

Standards-based accreditation programs and peer based assessments are set to continue as a key strategy for guiding health systems performance.

The ACHS Evaluation Quality Improvement Program (EQulP) is just one review process that HNE Health participates in and is supported by Clinical Governance. All of our facilities have undergone a review against the EQulP standards and is currently accredited.

The Corporate Office was surveyed for the first time against specific standards in February 2007 and is scheduled to undergo a Periodic Review in February 2009. The Acute Network facilities and Clusters are all in various stages of the EQulP time lines.

Key themes arising from surveys over the last year include:

- Mandatory training - CPR and fire training
- Completion of actions arising from fire inspection reports
- Local management of policies and procedures
- Addressing the newly introduced safety function standard and the functions within this category including: Medication management, Infection Control, Pressure Ulcer prevention and management, Falls prevention and management; and Blood Management.



In profile...*Nanette Jemmeson*

Nanette Jemmeson is a Registered Nurse (Royal Prince Alfred Hospital) and Registered Midwife (Sutherland Hospital) and holds a certificate in Orthopaedic nursing (NSW College of Nursing).

During her nursing career she worked mainly in Sydney, her roles included: Nurse Unit Manager of Orthopaedic and Respiratory Units; Orthopaedic Nurse Consultant; provided education to NSW College of Nursing Orthopaedic students in trauma management.

In recognition of work undertaken formalising Orthopaedic Nursing education in particular trauma and joint replacement management she was presented with a Reference Under Seal (Sutherland Hospital).

Other roles and qualifications include: Assistant Director of Nursing Reliever



(Sutherland Hospital); Quality Management (NSW College of Nursing); Quality Management (Australian Quality Council); Certificate IV Workplace Assessment & Training; OH&S Numerical Profile Accreditation; three units to complete in Bachelor of Health Service Management.

While sheep grazing was the prime reason for returning to the Armidale district, Nanette resumed her nursing career at the Armidale and New

England Hospital as the Quality Coordinator in 1989.

Her role evolved through several Health restructures to include New England Tablelands District Quality and Accreditation Coordinator, New England Area Health Accreditation Coordinator and more recently, Hunter New England Health Primary and Community Network Accreditation Coordinator.

Nanette is committed to the accreditation process and sees value in health services undertaking self assessment against established standards as a conduit to safe quality care.

She looks forward working with the Primary and Community Networks team.

Newsflashes...

Diagnostic imaging accreditation Bill

The Health Insurance Amendment (diagnostic imaging accreditation) Bill was recently introduced in the Federal Parliament. The immediate implication of interest is the requirement for diagnostic imaging services to be specifically accredited against national standards. Accreditation will be a pre-requisite for the payment of Medicare benefits. The program is very similar in nature to that which already exists in respect of pathology laboratories and will come into effect from July 2008.

Mental health standards review

A review of the National Standards for Mental Health Services commenced last year. The development of draft standards are currently underway and expected to be posted for comment on the ACHS website by the end of June 2008.

RCA Update

A recent RCA again highlights the need to constantly check that the patient is the correct patient for the procedure or test ordered.

A patient underwent an investigation that was intended for another patient. Nursing staff realised that the wrong patient had been taken from the ward but when contacting the treating unit it was too late - the patient had undergone an unnecessary procedure.

The RCA highlights the importance of always checking the patient's details at the patient's bedside and following the NSW Health Patient Identification - Correct Patient, Correct Procedure and Correct Site Model Policy. For more information click on: NSW PD2007_079

Farewell Dr Naomi Lee

It is with regret that we advise that Dr Naomi Lee (pictured right) is leaving the Clinical Governance team to take up a new position in Workforce Development. Naomi is well-known to many of you through her long association with John Hunter Hospital as well as her time in Clinical Governance, and has taken a leading role in relation to implementing correct side/site surgery procedures and developing new performance agreement arrangements for senior medical practitioners. She has also been part of the team getting the new HNE Health Clinical Ethics Framework underway, and has supported her colleagues in other Clinical Governance portfolios. We are going to miss Naomi's input to Clinical Governance and are glad to know that we will be still working with her as part of HNE Health. I am sure you will join us in wishing her every success in her new position.



Falls injury prevention forum - it's on again!

Due to the outstanding success and interest in the HNE Health Falls Injury Prevention Forum (held in Tamworth last November 2007) - the Forum is to be repeated in Newcastle on Monday 31 March 2008 just prior to NSW Health's inaugural April Falls Day.

With 30 per cent of our reported inpatient adverse events being falls related, the Forum will be highlighting areas of best practice in the hospital, community and residential aged care settings through various case studies and presentations. Management and clinical staff are urged to attend this forum.

To register for the Forum or for a copy of the program, see <http://messagecentre.hne.health.nsw.gov.au/seminar.cfm?pkey=35203> or phone Virginia Braack, Population Health on 6767 8635 or email virginia.braack@hnehealth.nsw.gov.au by Tuesday 18 March 2008.

Safety alerts and notices

Please click on the hyperlink under 'Issues covered' for more information:

Number	Type	Issues covered	Date of issue
SN_003/08	N	TGA Recalls	31 Jan 08
SN_002/08	N	Pulmonary embolism: diagnosis in young people	29 Jan 08
SN:001/08	N	Therapeutic Goods Administration (TGA) Recalls	16 Jan 08
SN:016/07	N	TGA Recalls	3 Dec 07