



August 2008
Issue no. 20

Quality Matters

The monthly newsletter of Hunter New England Health Clinical Governance

Inside this issue

From the Director

HNEH Quality Award Finalists for 2008

Hunter Drug Information Service

Clinical Ethics Survey

CUEHL Seminar

In profile

Alerts

Editorial team:

Dr Kim Hill, A/Prof

Anne Duggan,

Ms Melissa Harvey

and Ms Tracey Currie.

Comments and queries welcome:

clinicalgovernance@hnehealth.nsw.gov.au

From the Director...

In this edition we announce the finalists of the 2008 HNEH Quality Awards, and our warmest congratulations go to the teams and individuals who have made it to the finals. The entries this year were outstanding, and provide examples of both innovation and excellence in patient care in our Area Health Service. As part of the Annual Exposition and



Scientific Program in Taree on 11/12 September 2008, finalists

will showcase their work through a display available to the audience throughout the event. This is an opportunity to see some excellent work, and to talk to those who were involved. The winners of the 2008 HNEH Quality Awards will be announced at the HNEH Achievement Awards on the evening of 11 September 2008, and will be included in the October 2008 edition of *Quality Matters*.

HNEH Quality Award Finalists

An external panel has judged this year's 2008 HNEH Quality Awards. Category winners will be announced at the 2008 HNEH Achievement Awards Dinner on Thursday 11th September 2008 at the Manning Entertainment Centre in Taree. The following entries are award finalists:

Category 1: Make Prevention Everybody's Business

- Providing Smoking Cessation Care in all HNEH Inpatient Wards
- Identifying and Preventing Pressure Ulcers at Armidale Rural Referral Hospital
- Staph Decolonisation amongst the Dialysis Population

Category 2: Create Better Experiences for People using Health Devices

- Primary Nursing- Wansey Model of Care Project
- The DOT Project – Getting to Dialysis on Time
- The Older Person Acute Care (OPAC) Model: An evidence based model for guiding practice, practice change and innovation in care of older people.

Category 3: Strengthen Primary Health and Continuing Care in the Community

- Clearing the Tracks: The Development of a More Effective Passageway for Aboriginal Paediatric Clients' Access to Community Health Services in Quirindi
- Meeting the Complex Needs of Carers
- Wound Management Model Redesign Journey
- Improving Medication Safety for Palliative Care Clients and Carers at Home

Category 4: Build Regional and Other Partnerships for Health

- From Little Things Big Things Grow: Promoting a Healthy Lifestyle in a Country Community
- Laundry Consortium: Smart Cost Benefits to the Community

Category 5: Make Smart Choices About the Costs and Benefits of Health Services

- Health Transport Unit – Saving Money, Saving Time
- Improving Patient Flow in the Lower Hunter Winter '07 Cost Effectively

Category 6: Build a Sustainable Health Workforce

- Building a Sustainable Psychiatry Workforce, Education and Training
- Rural Clinician Management of Complex Neonatal Patients
- It's No Accident: A Kaleidoscope of Trauma Care

Category 7: Be Ready for New Risks and Opportunities

- Neonatal Resuscitation – Reviewing the Past to Improve the Future
- Ring O'Rosies - Mass Vaccination Clinic Exercise

For more information contact Dianne Dolan, Acting Area Quality Manager on 49855820 or 6767 7233, or on mobile 0428 404 804 sd.67059.



In profile

Wendy England, Patient Safety Officer

Wendy is the Newcastle Acute Hospitals Patient Safety Officer which includes Belmont and John Hunter Emergency Department. She has worked in the Hunter for over 20 years, including as nursing unit manager, after hours hospital manager, quality manager and accreditation co-ordinator. She obtained nursing and midwifery certificates in the days of 'hospital training' then studied nursing and its administration at Newcastle University.



In 2001 Wendy helped establish the Area Clinical Risk Management Framework and incident management process AIMS, the predecessor of IIMS (Incident Information Management System).

Wendy believes patient safety's greatest improvement has been open disclosure and hopes future work will address the emotional impact on clinicians.

In her spare time Wendy enjoys escaping to her shack in Barrington Tops.

Quality Use of Medicines – The Role of the Hunter Drug Information Service (HDIS)

The HDIS was established in 1979 to provide a rapid, clinically relevant drug information service to health professionals in Hunter New England Health. The service provides:

Trained experts: The service is manned by pharmacists trained in effective searching and retrieval and interpretation of clinical literature.

Clinical Pharmacologist support: HDIS is located within the department of Clinical Pharmacology and Toxicology at the Newcastle Calvary Mater Hospital. This allows unique input from the clinical pharmacologists and provides a balanced approach to drug information with wider relevance to doctors and pharmacists.

Drug information on:

- ✓ Adverse Drug Reactions
- ✓ Drug Interactions
- ✓ Drugs in Pregnancy and Lactation
- ✓ Herbal and Complementary Medicines
- ✓ Drug Availability and Identification
- ✓ Drug Stability and Compatibility
- ✓ Travel Medication
- ✓ Therapeutic Options and Recommendations

Who should call? Any HNEHS health professional with a patient-focused drug enquiry which cannot be answered satisfactorily by in-house expertise or facilities, should call the HDIS on 49211278 or at H.DIS@mater.health.nsw.gov.au.

Root Cause Analysis (RCA) activity

To support mortality review, Patient Safety Officers undertake health care record review of all patient deaths, and liaise with respective clinicians and managers about further review in order to identify system issues. In 2007, 100 cases were confirmed as needing further investigation by Root Cause Analysis. Incidents included identification of the deteriorating patient and tests performed on the incorrect patient.

For information contact your Patient Safety Officer. Their portfolio and contact details are listed on the Clinical Governance website and in the staff directory.

HNEH Clinical Ethics Survey

Ethical dilemmas can arise in many situations, and such dilemmas can have an impact on patient care, treatment and outcomes. The HNEH Clinical Ethics Framework provides a forum to discuss important clinical ethical issues, and to provide a means to share existing expertise across HNEH. The Framework's committee structure consists of a Hunter New England Health Clinical Ethics Committee, supported by Clinical Governance and chaired by Professor Trevor Waring, Chancellor of the University of Newcastle.

The HNEH Clinical Ethics Committee is keen to understand the priorities of HNEH staff, and so we invite you to complete this brief survey, attached to this month's *Quality Matters*.

For more information on HNEH's Clinical Ethics Framework go to: http://intranet.hne.health.nsw.gov.au/cg/clinical_ethics or contact: A/Prof Anne Duggan on 0418167464, Dr Peter Saul on 49214782 or Dr Nicole Gerrand on 49214950.

Inaugural Memorial John McPhee Debate

The Clinical Unit in Health Law and Ethics (CUEHL) will hold the Inaugural John McPhee Debate on Monday 8th September in the Royal Newcastle Centre Lecture Theatre. The event is in honour of the late John McPhee a long-time member of CUEHL and a highly regarded member of the ethics and legal communities. Professor Jim Davis and Mr David Hirsch will debate: *Should we adopt a no-fault system of compensation for medical error?* Light refreshments will be available from 6pm and the meeting starts at 6.30pm. Everyone is welcome. Please see the attached flyer for further details.