



February 2009
Issue no. 26

Quality Matters

The monthly newsletter of Hunter New England Health Clinical Governance

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From the Director...

In 2005, the NSW Health Clinical Governance Directions Statement defined "clinical governance" as the responsibility of governing bodies to:

- demonstrate sound leadership in clinical safety and quality
- ensure appropriate safety and quality systems are in place
- ensure organisational accountability for safety and quality.

In HNEH, we place focus on our shared responsibility for quality, safety and overall standards of patient care. An important component of this is access to expert and contemporary information and advice



as well as knowledge of initiatives directed towards improving patient safety and quality of care.

To this end, the Clinical Governance website has been designed as a ready access reference point for clinicians and managers, where information on the core components of quality, safety and Clinical Governance in HNE Health can be found, as well as information about national and international initiatives. The website has just been through its annual review, and will continue to be updated regularly throughout 2009. I hope that you find it to be a useful source of information - we welcome any feedback about it.

Dr Kim Hill
Director Clinical Governance

Clinical Governance in Hunter New England Health: An Intranet View

The key components of Clinical Governance can be found on the Clinical Governance intranet website, and contained within them are hyperlinks to useful related sites and references. To access the sites go to <http://intranet.hne.health.nsw.gov.au/cg> and read more on the following:

- Quality and Patient Safety Governance Framework including Committees
- Clinical Effectiveness, including clinical audit
- Clinical Ethics
- Clinical Risk Management
- Collaborations and Partnerships
- Engaging Patients, Consumers and the Community
- Executive Support Service including Complaints Management
- Introduction of New Procedures/Clinical Innovation
- Patient Safety and Incident Management
- Policy Development and Management
- Quality Improvement and Continuous Practice Improvement
- Safety Alerts
- Education and Training
- Knowledge Management

The site also allows you to review the Australian and international context from which Clinical Governance has developed. Key organisations in Australia include:

- Australian Commission in Safety and Quality in Health Care
- NSW Health - Quality and Safety Branch
- NSW Patient Safety and Clinical Quality Program
- NSW Clinical Excellence Commission

Feedback on the site is welcome, and please contact Susan Diemar in Clinical Governance via susan.diemar@hnehealth.nsw.gov.au or telephone 4921 3927.

The Maitland Hospital Miscarriage Review

This internal review occurred in response to patient complaints about management of their miscarriages, and was conducted by Clinical Governance at the request of the HNEH Chief Executive, with external oversight from the Clinical Excellence Commission. The Review Report includes 14 recommendations, relating to system improvements about patient care and service delivery in peak periods. Lessons from the Review will be rolled out across the Area. The action plan for The Maitland Hospital can be found at: http://intranet.hne.health.nsw.gov.au/maitland_miscarriage_review



In profile...

Anne Barry, Clinical Audit Manager

Prior to joining the Clinical Governance Team, Anne's nursing career included many years experience in the JHH Neonatal Intensive Care and earlier in Midwifery and Cardiothoracic nursing with post-graduate qualifications and experience at tertiary sites in metropolitan and rural NSW and Victoria.

Anne has always held particular interest in leadership, in developing interpersonal, communication and problem solving skills and in mentoring and encouraging student colleagues. Anne has worked as a Patient Safety Officer with Clinical Governance and in early 2008 was a Project Officer reviewing the role and function of the Area Staff Health Service.



In July 2008 Anne returned to work with Clinical Governance as the Clinical Audit Manager for the Collaborating Hospitals Audit of Surgical Mortality (CHASM). The Clinical Audit Manager's role is to notify the CHASM team of surgical deaths and to support surgeons participating in the CHASM Program review process. Anne says she is extremely grateful for this opportunity to work with such an accomplished, professional body of people.

For more information on the CHASM project contact the HNEH Clinical Audit Manager, Clinical Governance, Ms Anne Barry, 4921 4925 or email anne.barry@hnehealth.nsw.gov.au

Root Cause Analysis

A recent RCA highlighted the serious implications relating to inadequate documentation in patient records.

Common errors when documenting in the medical record are:

- No time or date on the entry
- Illegible handwriting including illegible signatures, without printed name or designation
- Inadequate information about changes in a patient's treatment plan or condition
- Inadequate descriptions eg "Doctor notified" – without specifying which doctor, when and why and the outcome of notifying the doctor
- Patient outcome, such as effectiveness of analgesia or other treatment changes

Up to date clinical information including details of next of kin and treating doctor ensure that all clinicians involved in the care of the patient are up to date with treatment changes and promotes a safe patient journey.

When considering documentation especially in relation to care of a deteriorating patient it is very useful to use a communication prompt such as the ISBAR tool and to record the responses. This document can then become part of the medical record. For more information on ISBAR go to the Clinical Governance intranet at:

http://www.hnehealth.nsw.gov.au/_data/assets/pdf_file/0015/50820/Quick_Guide_ISBAR_20081117.pdf

NSW Health Patient Survey

Local facilities are currently implementing their action plans in response to the 2008 NSW Health Patient Survey and preparing for the 2009 survey data collection. The HNE Health contact person in relation to the Survey is Ms Dianne Dolan who can be contacted on Fridays on 4985 5820 or email dianne.dolan@hnehealth.nsw.gov.au. For urgent matters on other days, please contact Ms Tonia Easton, Area Quality Manager on 6767 7233 sd. 67059 or tonia.easton@hnehealth.nsw.gov.au.

The 2008 Results for 2008 are available on our Clinical Governance Intranet site at: http://intranet.hne.health.nsw.gov.au/cg/engaging_patients_consumers_and_the_community

Centre For Clinical Ethics and Health Law (CUEHL)

The next CUEHL seminar will be on the Monday 2 March 2009. Dr Wiesz is a retired orthopaedic surgeon with an interest in medical history, who will present on "Nazi Medicine". He has a BA in European History from the University of NSW and an MA in Renaissance Studies from the University of Sydney. The seminar will be held in the usual time and place, with supper at 6.00pm in the foyer of the RNC, followed by the seminar at 6.30pm.

Clinical Ethics Grand Rounds

The HNEH Clinical Ethics Committee and Clinical Governance will present at the Division of Medicine, John Hunter Hospital Grand Rounds on Thursday 12 March 2009 at 12.30pm, followed by lunch in the Surgical Conference Room at 1.30pm. The session will be video-linked to Maitland, Belmont and Manning Base Hospitals. The case presentation "How much is a life worth? - Hard Choices and Hard Cash" will be made by Dr Tim Stanley and the session will be chaired by Dr Peter Saul. Everyone is welcome to attend.

Seminars and Workshops

Sydney University will host a one day symposium on "Patient safety education: where are we at?" on the 9th March. For more information contact opmeadmin@med.edu.au NSW Health's Research and Ethics Branch will hold an End of Life Decisions Policy and Practice Forum on the 12th March. For more information contact A/Prof Anne Duggan on sd. 68414 or Dr Peter Saul on sd. 68140.

Safety Alerts, Notices and Information

Please click on the hyperlink for more information

Number	Type	Issues covered	Date
SN:003/09		Intravenous Amiodarone	11 Feb 09
SI:002/09		Hand Hygiene	3 Feb 09
SN:002/09		TGA Recalls	22 Jan 09
SI:001/09		Dräger Oxylog 2000 Transport Ventilator	8 Jan 09
SN:001/09		TGA Recalls	6 Jan 09
SN:012/08		Autonomic Dysreflexia	16 Dec 08
SN:011/08		TGA Recalls	12 Dec 08
SI:003/08		Whooping Cough	3 Dec 08