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Quality Matters

The monthly newsletter of Hunter New England Health Clinical Governance

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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 month's edition of *Quality Matters*, the work being done in our Area Health Service in pressure ulcer prevention is highlighted through the article provided by Ms Sarah Michael. This strategy is working towards standardisation of clinical care, training and risk assessment, and is led by the Director of Nursing and Midwifery, Mr Chris Kewley. The project is in its early stages, and we will bring you regular



updates on this important quality initiative in future editions of *Quality Matters*.

I also take this opportunity to thank all involved in responding to complaints and concerns received across HNE Health. Feedback from patients and the community is an important part of our quality strategy and helps to identify opportunities for service improvement. In the past month, the work being done in complaints management is resulting in improved timeliness of responses, and thanks are extended to all who have helped achieve this outcome.

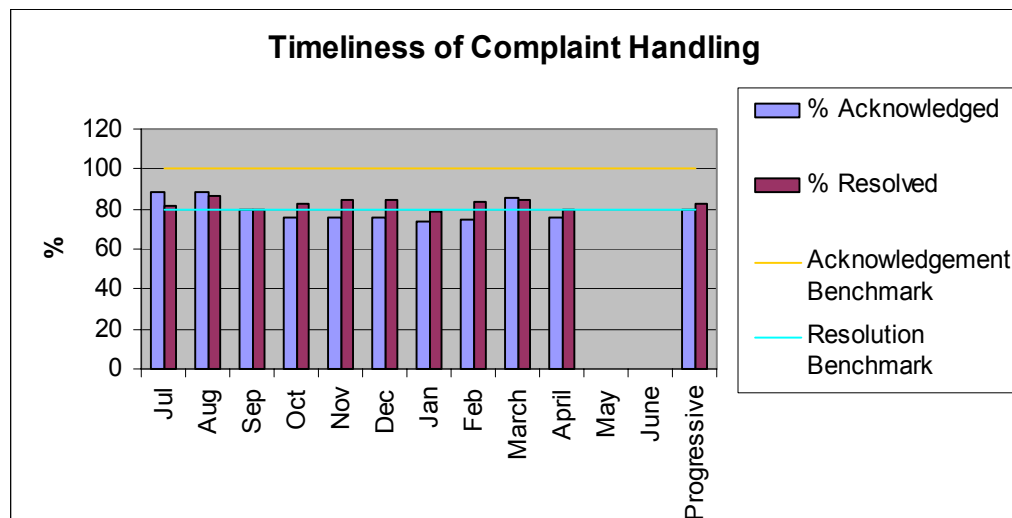
Progress on Complaint Handling and Management

by Di Sales, Manager, Executive Support Service

Hunter New England Health is committed to improving the overall quality of health care. One of the challenges in this objective is to identify and promote strategies and practice that enhance services provided to the community and engender community trust in those who administer and provide those services.

Complaints and compliments provide unique information about the quality of health care from the perspective of consumers and their carers. The challenge for health care services is collect better information about consumers' views to ensure the safe delivery of care.

HNE Health has benchmarks both for acknowledgement and resolution of complaints and the following table indicates how well we have met those targets July 2007 to March 2008.





In Profile Associate Professor Anne Duggan, Associate Director



Since 2006 Anne has worked as a member of the Clinical Governance team, initially as a Consultant one day a week and more recently as the newly appointed Associate Director working 3 days a week with Clinical Governance and two days a week as a Staff Specialist Gastroenterologist at JHH.

Anne has a long interest in the pursuit of safety, quality and excellence in healthcare. She strongly believes that effective Clinical Governance can provide the framework to

assist managers and clinicians to work effectively together to fulfill their shared responsibility for the quality and safety of care provided to patients and their carers.

To gain background understanding of healthcare delivery Anne completed a Masters in Health Planning (UNSW) during her registrar training years and since August 2007 has worked as a part-time Medical Advisor to NSW Health Quality and Safety Branch. Post graduate training in the U.K from 1993-1999 also provided an opportunity to experience another healthcare system and gain a different perspective on Australian Healthcare.

Anne's key interests are in integrating evidence-based practice into clinical care and redesigning systems to improve the quality of care and its effectiveness.

Clinical Practice Guideline Framework

by Felicity Wardle, Better Practice Manager, Clinical Governance

Hunter New England Health endorsed the Clinical Practice Guideline Framework for the development and implementation of Clinical Practice Guidelines across HNE Health in November 2007. The framework provides clinicians with a systematic process to review and develop clinical practice guidelines, using internationally recognized standards and evidence based principles such as the AGREE principles and NHMRC guidelines. Clinical practice guideline development is the responsibility of clinical network and stream leaders ensuring that all Area wide clinical practice guidelines reflect evidence based best practice. These are then ratified by the HNEH Area Clinical Quality and Patient Safety Committee. All approved Area wide Clinical Practice Guideline are displayed on the HNE Health website for Clinical Practice Guidelines

http://intranet.hne.health.nsw.gov.au/clinical_practice_guidelines Guidelines development is a 'work in progress' - as old practice guidelines are reviewed and new guidelines are developed and subjected to this process to ensure high quality, consistent and safe practice across HNEH. For more information about Clinical Practice Guidelines click on the [hyperlink](#) to the fact sheet or contact Tonia Easton Tonia.Easton@hnehealth.nsw.gov.au or Felicity Wardle Felicity.Wardle@hnehealth.nsw.gov.au or phone 67769686

New Interventional Procedures to HNE Health

by A/Prof Anne Duggan, Associate Director, Clinical Governance

The **New Interventional Procedures Committee** recently assessed new interventional procedures applications submitted by the following applicants: Medical Thoracoscopy at JHH – Assoc. Prof. Nick Saltos; Intraduodenal Infusion with Duodopa for the treatment of Advanced Parkinson's Disease also at JHH - Dr Jeff Blackie; Insertion of Intrastromal Corneal Rings at Kurri Kurri Hospital Dr Jo Davis; Sentinel node biopsy using lymphoscintigraphy - Dr Frank Sardelic, Tamworth Hospital.

Pressure Ulcer Prevention

by Sarah Michael, Project Officer

An area-wide Pressure Ulcer Prevention Committee has been established to develop and implement strategies to reduce the risk of hospital acquired pressure ulcers. This Committee is led by the Director of Nursing and Midwifery and includes a multidisciplinary team comprising of clinicians and management from the acute to primary care services throughout the Area.

At the first meeting on the 31 January the Committee endorsed the following key focus areas within the 2008 Pressure Ulcer Prevention Strategy:

- Standardised education program throughout HNE Health
- Access and usage of appropriate equipment
- Standardised documentation and risk assessment tool
- Transfer of care between health agencies
- Standardised prevalence audit process, piloting at Belmont Hospital
- Review of the Prediction, Prevention and Management of Pressure Ulcers Policy (HNE Health 05_01) development of clinical Guidelines
- Communication of risks and lessons learnt
- Standardization of appropriate evidence based practice in the management of pressure ulcers

Additional information in regards to the Pressure Ulcer Prevention Strategy can be obtained by contacting Sarah Michael, who is located at Wallsend Community Health on 0427 008 333 or Sarah.Michael@hnehealth.nsw.gov.au

Safety Alerts and Notices

Please click on the hyperlink under "issues covered" for more information

Number	Type	Issues covered	Date of issue
SI:001/08		Paracetamol	4 June 08
SN:009/08		TGA Recalls	4 June 08