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A message from the Assistant Director, Quality Improvement and Change Management (QICM) Unit

Welcome to the final Safety and Quality newsletter for 2016!

2016 has seen many changes to the WA health system, the biggest being the introduction of the Health Services Act 2016. While the resulting changes from the introduction of this Act are still being embedded across the WA health system, the efforts from staff across the system to ensure patients receive high quality health care must be acknowledged and recognised.

This year has seen a focus on quality improvement initiatives that will continue into the future. The Quality Improvement and Change Management Unit is committed to supporting the delivery of services that are patient-centred, based on evidence and within a culture of continuous improvement.

Everyone across the WA health system should feel proud of the achievements made during this time of great change and transition as we continue to strive for excellence in patient-care.

I would like to take this opportunity to wish you all a safe and happy festive season and look forward to working with you in the New Year.

Kind regards

Sarah Walsh
Assistant Director

“Take care of the patient and everything else will follow” - Thomas Frist, MD
Consultation: Consumer, Carer, Community and Clinician Engagement Framework

The draft engagement framework *You Matter: engaging with consumers, carers, community and clinicians in health* is now available for consultation.

The Framework focuses on engagement at the service and organisational levels and is targeted at WA Health Service Providers, consumers, carers, communities and clinicians. The Framework outlines the process of engagement, how to evaluate engagement activities and outlines strategies to improve engagement with vulnerable groups.

The consultation questionnaire consists of 8 questions and will close on **23 December 2016**. A copy of the draft framework is available and feedback can be provided [here](#).

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WA Quality Coordinators Network

The Quality Coordinators Network (the Network) is a multidisciplinary, inter-sectoral network group, which aims to offer a supportive and collaborative network for people interested in improving and promoting quality and safety of health care.

Meetings are held every two months and can be attended in person or via video conference. Additionally, the Network offers an email membership only for those who are unable to attend meetings but would like to maintain contact with safety and quality counterparts.

Membership is open to any staff member in a safety and quality or risk management role within a health service, public or private hospital setting, or a non-government organisation. For more information about becoming a member of the Quality Coordinator Network, please call 9222 4080 or email [qicm@health.wa.gov.au](mailto:qicm@health.wa.gov.au).
Hand Hygiene Program Update

Hand hygiene compliance among health workers in Western Australia continues to remain above the WA benchmark.

The graph below shows the average hand hygiene compliance of healthcare workers employed in WA public hospitals for audit period 2 2016 (March to June 2016). The red line represents the state benchmark.

76 hospitals participated in this audit period, with a total of 29,801 moments submitted. The average compliance rate was observed to be 83.4%.

Congratulations to all health workers!

Western Australian public hospital hand hygiene compliance (2011 - 2016)

Staff from Armadale Health Service and Joondalup Health Campus promoting the importance of Hand Hygiene on World Hand Hygiene Day earlier this year
Release of From Death We Learn 2015 Report

The Patient Safety Surveillance Unit (PSSU) has released the tenth edition of From Death We Learn.

This 2016 edition of From Death We Learn is part of a series of annual publications of summaries of health-related coronial inquest findings from the previous year (2015 in this case).

Key messages for each case are included to raise awareness of concerns relating to the circumstances of the death and/or possible contributing factors. From Death We Learn 2015 (2016 edition) also includes a series of discussion points to encourage reflection and promote education across all health services.

Some of the key messages from cases included in this edition relate to:
- home birth complications
- paediatric assessment and discharge
- risk assessment in mental health care
- missed diagnoses

Where applicable, a brief summary of the actions taken by WA Health to address patient safety concerns has also been included.

The newly released booklet, along with previous editions, can be accessed online here.

Annual Your Safety in Our Hands in Hospital Report Now Available

The fifth edition of the Your Safety in Our Hands in Hospital: An Integrated Approach to Patient Safety Surveillance in WA Hospitals, Health Services and the Community 2016 has been released.

This report combines state-wide sentinel events, clinical incidents, mortality review and consumer feedback data into an integrated patient safety report.

WA Health staff remain committed to ensuring the safety of all our patients by reporting and investigating all clinical incidents so that improvements to safety are continually addressed.

This year’s report categorises clinical incidents by eight National Standards of healthcare acquired infections, medication, patient identification, clinical handover, blood and blood products, pressure injuries, clinical deterioration and falls.

Consumer complaint issues reported across the top four complaint categories of ‘Quality of Clinical Care’, ‘Communication’, ‘Access’ and ‘Rights, Respect and Dignity’ are presented, with a subset of complaints relating to mental health episodes of care also presented for each of these complaint issue categories.

This patient safety report can be accessed here.
Almost 140 people from across the public, private and non-Government sectors attended the National Standards Forum hosted by the Quality Improvement and Change Management Unit earlier this year.

Additionally, approximately 100 people tuned in via video conference to hear from a suite of presenters, including keynote speaker, Margaret Banks from the Australian Commission on Safety and Quality in Healthcare.

Presenters from WA Health, the private sector and consumer representatives all touched on examples of how the standards are embedded into daily practice at their health service site.

Copies of presentations are available on the website.

Feedback from Participants

99% of participants indicated the forum was a valuable use of their time

- Loved the consumer focus and representatives
- The VC was on this occasion the best of any I have attended from a WA Health hosted forums.
- Great format. Good to hear from other sites - both public and private
Country Health Services Seek Patient Opinion Online

Three WA Country Health Service (WACHS) regions are currently trialling an innovative way of seeking feedback from consumers of their health services.

**Patient Opinion** is an independently moderated, online feedback website where health consumers can share their experiences of local health services, good or not so good, for the purpose of service improvement.

WACHS Kimberley, Midwest and Great Southern are participating in a one year pilot subscription to the website and have been actively promoting this feedback avenue to consumers and staff in their regions during 2016.

Members of the public can send their story to Patient Opinion, where it is independently moderated before it is posted on the website. The subscribed country health services are notified when a story about their service has been posted, and can then post a public response to that story. The health service can also share how improvements have been made to services as a result of stories shared on the site.

The project is a result of calls from WACHS’ District Health Advisory Councils and Regional Medical and Nursing Directors for more responsive and informal ways for consumers to provide feedback to the health service, and aims to supplement and enhance existing WACHS feedback and service improvement systems and mechanisms.

By June 2016, the three WACHS pilot regions had collectively received 50 stories which had been viewed by visitors to the website 12,502 times.

For David Gaskill, WACHS Kimberley Regional Medical Director, Patient Opinion is “not just lip service. It is a fundamental way to engage with and respond to our clients”.

Further information about the WACHS Patient Opinion project can be sought from Kate Jones, WACHS Project Coordinator, 9842 7518.
App to Support Reduction of Radiation Exposure from CTs for Children and Young People

For Parents, Clinicians & Carers

The Australian Commission on Safety and Quality in Health Care (the Commission) and the Department of Health (WA) have developed the DIP 4 Kids App to support a reduction in unwarranted exposure to radiation from CT scans for children.

The DIP 4 Kids App supports clinicians in evidence-based decisions about imaging options for young people and children, including when to use CT scanning. The app provides clinicians, parents and carers with assistance in decisions on paediatric CT for over 20 clinical conditions and injuries occurring in children and young people, and provides links to a range of other resources. It also includes information on the level of radiation used by each imaging type.

The app is free and can be downloaded from the Apple store—DIP 4 Kids or from the Google store—DIP 4 Kids.

Accreditation Assessment Requirements of Health Service Organisations Post Significant Clinical or Governance Review

The Australian Commission on Safety and Quality in Health Care (the Commission) has released advice on the requirements for accrediting agencies to examine external and non-routine internal reports of reviews and investigations into significant safety and quality issues, clinical governance or safety breaches as part of a health service organisation’s accreditation assessment.

For more information about this advisory notice, please click here.
Caring for Cognitive Care Impairment Campaign

The Caring for Cognitive Impairment Campaign is about improving knowledge and care practices, providing better outcomes for patients, hospitals, staff and loved ones, and reducing the risk of harm in hospitals.

The campaign is a call for action to unite everyone who cares for people with cognitive impairment. Doctors, nurses, allied health professionals, health service managers, care and support staff, workers in primary health or community care, patients and families can all make a difference. People with cognitive impairment (such as delirium or dementia) in hospital are at an increased risk or adverse events and preventable complications.

The Australian Commission on Safety and Quality in Health Care has recognised the importance of cognitive impairment as an important safety and quality issue, and has included specific items in the draft version 2 of the National Safety and Quality Health Service (NSQHS) Standards.

Make a commitment to the campaign today by visiting www.cognitivecare.gov.au and clicking on the “I commit to caring for cognitive impairment” button.

Further details about the Caring for Cognitive Impairment campaign, please contact Ms Amee Maroney, Project Officer, Cognitive Impairment, by email to: amee.maroney@safetyandquality.gov.au.
Registrations for the Grass Roots Falls Conference February 2017 are now open!

Following on from the incredible success of the 'GrassRoots Falls Festival and Conference' in 2015, the 'GrassRoots Falls Conference Take Two 2017' run in partnership with Stay On Your Feet WA, promises to be another excellent conference covering all aspects of falls management.

Keynotes speakers include Professor Hylton Menz, Dr Anne Marie Hill, Professor Leon Flicker, Professor Keith Hill, Dr Nick Waldron, and Shaun Nannup.

Where: Esplanade Hotel in Fremantle, WA.
When: 16 and 17 February 2017

Head to the [website](#) to register and for more details. Group discounts and grants are available.

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12th National Allied Health Conference, 26 – 29 August 2017, Sydney

You are invited to submit an abstract or poster proposal for presentation at the 12th National Allied Health Conference. Proposals should address the conference theme of "Stronger Together: Responsive services, reliable systems and resilient workforce" and be of interest to allied health professionals working in all sectors. The Scientific Committee is pleased to offer mentoring in abstract preparation for colleagues who would like additional support.

Abstracts submissions close 17 February 2017. Please [visit the website](#) for further information.
Chickpea and Couscous Salad

Ingredients
- 1 1/2 cups vegetable or chicken stock
- 2 tsp ground cumin or curry powder
- 1 1/2 cups couscous, uncooked
- 425 g can no-added-salt chickpeas, drained
- 3 tomatoes, finely diced
- 1/4 cup parsley, chopped
- 2 spring onions (including green tops), sliced
- rind of 1 lemon or orange, grated
- 2 oranges, juiced
- 1 tsp olive oil

Method
1. Bring stock to the boil and add cumin.
2. Remove from heat and mix in couscous.
3. Cover and allow to stand for 5 minutes until stock is absorbed.
4. Mix in remaining ingredients.
5. Serve warm or cold.

Variations
- Substitute tomatoes with a red capsicum.
- Replace spring onions with finely chopped red onion.

Thank you to Live Lighter for this recipe