Farewell, adieu and thank you for the memories

ACHS CEO Dr Christine Dennis says goodbye

The challenge for many CEOs leaving an organisation is trying to find the right words to say goodbye. You hope to leave on a high note with something inspirational and moving and/or perhaps a little humour thrown in for good measure.

I’ll try a little of both.

As you would know, myself and my husband have decided to start the next chapter of our lives back in Adelaide where we might be able to spend more time with family and friends over a nice little Adelaide Hills Distillery G&T!

In doing this, I will hold dear the memories of an exciting journey with ACHS and proudly watch from a distance as both the people and the business continue to grow and flourish independently.

I hope I have instilled in you the courage and determination to be your best; the need to support and care for each other; to embrace challenges and, to be open to change.

In an uncertain environment, ACHS has continued to grow and thrive. This is because of its people. Because they (you) are forward thinking, innovative, ethical and believe in how we can make a difference.

As some of you may know, my daughter is about to head to London to pursue her dreams in musical theatre. I will tell you what I tell her … ‘courage is the magic that turns dreams into reality’. Seek out opportunities, don’t hold back and don’t look back and think ‘I wish’.

And now for the humour but … before I launch in to ‘a funny thing happened to me on the way to work …’

It is important to recognise that humour can be a powerful tool in communications. Research has shown that it’s a useful way to cope with pain, stress and adversity (in other words, too many meetings – ha, ha!). As an example … a study on university teaching found that adding three or four funny anecdotes related to class topics increased undergraduates’ grades by 10 percentage points! So, take time to laugh a little in what is often a very serious world.

And the funny? Some of you may know that despite the need to travel a reasonable amount … I actually don’t like flying. Which is why my long-haul routine usually consists of mixing certain substances that would otherwise be ‘advised against’. Despite this, I am still unable to sleep and by the end of the journey I would be lucky to have slept for two hours.

At the end of one overnight flight, I must have finally fallen asleep about one hour from Sydney. I was seated, upright, seat-belt on, tray table up etc. but sound asleep when the wheels touched down with a thump.

That’s when I let out a terrifying scream. So embarrassed. So not dignified. Anyway, even funnier is that when I am back in Adelaide, I will be doing some work with Flinders University lecturing in their health services administration program. Perfect I thought. I actually forgot they deliver this program in China and Singapore and where is my first ‘gig’ … China!

BON VOYAGE

How lucky I am to have something that makes saying goodbyes so hard.

- Winnie the Pooh

Dr Christine Dennis
ACHS Medal

Achieving excellence in the advancement of quality and safety in health care in Australia comes in many different forms.

Honouring those advancements and supporting the development of future achievements is the goal behind the annual awarding of the ACHS Medal.

Nominations are now open for the Medal which recognises the standalone contributions made by an individual to improving quality and safety in healthcare over a substantial period of time.

There are four selection criteria that nominees could be eligible for:
- substantial achievements on research into quality and safety of health systems;
- distinguished leadership in quality practices
- outstanding achievement in maintaining a continuous quality improvement focus in health care delivery system;
- or
- outstanding achievement in the promotion of quality in health care.

If you know of a colleague, employee, mentor or associate in healthcare you believe is deserving of national recognition – nominate them now! Visit the ACHS website to learn more on submitting a nomination.

QI Awards

Following the huge success of the 21st ACHS Annual Quality Improvement (QI) Awards announced last November, ACHS is gearing up for another bumper year of entries.

“We were delighted with the quantity and the quality of the more than 100 entries received in 2018 and judges had a huge task in disseminating the winning QI projects submitted,” said ACHS CEO Dr Christine Dennis.

The three categories draw a range of quality improvement activities that have strong merit in being shared across the health system. They are:
- Clinical Excellence and Patient Safety
- Non-Clinical Delivery
- Healthcare Measurement

“The QI Awards booklet we publish of the winning entries showcases the fantastic work which is being achieved in quality and safety around Australia, and overseas.

“A very high benchmark has been set and we have no doubt we will see a similar high level in the 22nd year of the Awards,” Dr Dennis concluded.

The closing dates for entries are; (electronic) Friday 6 September and hard copy versions Friday 13 September. Visit acht.org.au for more information.

Farewell to Camille Party

The staff of ACHS would like to wish a happy (but we are very sad) farewell to Ms Camille Party our Executive Officer for the ACHS Board of Directors and Communications Assistant, and the designer of this newsletter. Camille has been with us in this dual role for the last five and half years and many ACHS Councillors would have communicated with Camille as the ‘interface’ for ACHS. As a freshly-minted ‘new’ Australian we congratulate Camille on her recent citizenship, thank her for her efforts at ACHS and wish her the very best in her new adventure as she travels around Australia.
ACHS NEWS 3

Coming to terms with the NSQHS Standards Second edition – in Mt Isa. A lively group took part in the popular Improvement Academy’s “Planning for Success” course 11 to 12 March. Accreditation Project Manager Danielle Cook said “Everyone I spoke had nothing but good things to say about the workshops and that they were given so much information to help them with the national standards and accreditation in October this year.” Well done to IA Faculty presenter Louise O’Riordan for her presentation skills.

Recognising The ‘Quiet Achievers’ at ACHS

ACHS has a number of staff who have served an extraordinary length of service with the organisation – and that length of duration keeps going. Recently Word Processing Officer Editha Richardson passed a milestone of 20 years, and while not keen to grab the limelight graciously allowed for a presentation of flowers to mark the occasion. From l to r: ACHS CEO Dr Christine Dennis, back, Mr Jon Naguit (Team Leader Accreditation Administrative Services), front, Dr Lena Low, Executive Director - Corporate and Assessor Divisions, Ms Pauline Weir, Manager Accreditation Administration Division, and the star of the show – Editha. Congratulations and thank you for your years of service Editha – we are very proud of your achievement and all that you have done for us.

Thank you to Arnold Tammekeand

It was only in the last issue of the newsletter that we welcomed Arnold Tammekeand as the new manager, Assessor Division. Sadly we have had to farewell Arnold as the toll of a round trip of four and a half hours each day, and the early starts to leave the house at 4.00am in winter have taken their toll. Arnold made a huge impression on all ACHS staff in the last months with his friendliness, energy, humour and enthusiasm. We are sad to see him go and wish him will in his new role as General Manager, Bupa Aged Care Waratah, which is much closer to home. We will miss you Arnold.

What is the value of accreditation?

ACHS welcomes the Deeble Institute for Health Policy Research’s latest evidence briefing which looks into the value of accreditation for health systems. By addressing the inherent difficulties associated with consistently assessing accreditation’s effectiveness, the brief provides a welcome lens to consider what its working, and what can be improved in healthcare accreditation in Australia. ACHS is proud to have provided funding support for this vital piece of research and congratulates Ryan Swiers and Dr Rebecca Haddock for building a worthwhile evidence brief. Visit our website at www.achs.org.au to read the brief.
New Customer Services Initiative

Everything you’ve ever wanted to know about the ACHS Quality Programs, EQuIP6 and National Safety and Quality Health Service Standards (NSQHS) Standards second edition, is now contained in a neat, helpful 30-minute long webinar.

Developed as part of Mona Ramsay’s (NSW Customer Services Manager) own quality improvement journey she undertook as a ‘Quality Improvement Lead’ project, the orientation package is used to assist new quality managers and staff who are not familiar with ACHS processes.

“I purposefully developed this to orientate new quality managers regarding ACHS processes and requirements,” said Mona. There are two programs covered: NSQHS Standards second edition, and EQuIP6.

“This project showed me that with a bit of thought, it is possible to condense the key facts we need to share with the new quality managers efficiently and practically,” Mona added.

The feedback received to date indicates that already 188 people have downloaded the webinar, and a further 49 have accessed the EQuIP6 program. The resource is available for ACHS Members and the Quality Managers need to use their ART 2 user name and password to access the orientation webinars on the website under the NSQHS Standards (2nd edition) and EQuIP6 programs.

1) NSQHS Standards (2nd edition)

2) EQuIP6

Welcome to our new members

ACHS continues to bring new members into the fold – for a range of different accreditation programs but primarily accreditation to the NSQHS Standards second edition. We are delighted to welcome the following new members:

Bloomhill Cancer Care Ltd
Calvary John James Hospital
Calvary Central Districts
Calvary North Adelaide Hospital
Calvary Health Care Adelaide
(Calvary Wakefield Hospital & Calvary Rehabilitation Hospital)
Calvary Healthcare Tasmania
(Calvary Lenah Valley & Calvary St John’s)
Calvary Launceston
(St Vincent’s Hospital & St Luke’s Hospital)
Genesis Cancer Care Concord

Genesis Cancer Care Mandurah
Genesis Cancer Care Nepean
North Canberra Family Practice
Onsite Medical Service
Sans Souci Medical Practice
St Vincent’s Correctional Health (Parklea Correctional Centre)
Tresillian Queen Elizabeth II (ACT)
Tuggerah Lakes Private Hospital
Wentworth Avenue Family Practice

Assessor Division Update

The Assessor Division continues to ‘kick goals’ in a number of critical areas which impact on our Assessors and ultimately our members undergoing accreditation. Here are some recent highlights:

Lead Assessor Forum

Held on 13th March this highly successful Forum provided face-to-face training session on EQuIP6 for a cohort of Lead Assessors.

Those wishing to undertake future assessment will be required to complete online training – check out the Assessor session on the ACHS website.

2019 Assessor Forums

The dates for the State Forums have been advised, and for those assessors who are unable to attend, they will be required to complete the online training and associated quiz to meet compliance.

Lead Assessor Training

Congratulations to Christine Best, David Gunderson, Stuart MacKinnon and Sandra Polmear four of our experienced assessors who have now undertaken Lead Assessor Training and have come out the other side – successfully!

NSQHS Online Training and Registration

The 31st May deadline for completion of the NSQHS Standards second edition training has now been and gone. If you still wish to be able to assess to these standards and have not met the training requirements, please contact the ACSQHC immediately. The same applies for the Aboriginal and Torres Strait Islander cultural competency training.

New Assessor Training

A revised Assessor Competency Training (ACT) program will commence with a three-day face-to-face Forum from 10 – 12 July. 17 new assessors have been selected for the training and we look forward to reporting on this more in the near future.

Easter bunny marked the completion of Mona Ramsay’s ‘OIL’ Project: ACHS Orientation Program, ACHS Requirements and Processes
On 11 March the collegial bonds of the ACHS community were deeply affected with the sudden health incident of our Receptionist Justin Sheedy whilst at work. With his final passing on Saturday 16 March, our key lynchpin of day-to-day communication at ACHS was changed forever, as were our hearts.

Justin played a strong role as ‘the voice’ of ACHS as he personably greeted visitors and directed callers to the right staff and was often the first introduction our members would have with the ACHS office.

For more than nine years his warmth, sincerity, cheerfulness and professional enthusiasm were a mark of his attitude towards others; colleagues, Board directors, visitors, members and the public. His single-minded approach to successfully managing your inquiries to your satisfaction was impressive.

As a published author Justin’s passion for writing and promoting his two memoirs and three completed (almost four) novels and discussing the vicissitudes of the publishing world were a constant talking point. Similarly, his keen interests outside of work; snow skiing, music, the machinations behind the 20th century World wars and his own personal growth and development as a young child from Sydney’s north-west suburbs kept Justin’s inquiring mind busy and entertained.

ACHS staff, assessors, Board Directors as well as ACHS members wrote many endearing tributes to Justin in a ‘Memory’ book, presented to Justin’s family at his funeral at St Ignatius College Riverview on Monday 25 March, and attended by many of us. It was an opportunity to share with his family our thoughts, respect and the fond memories of our times with Justin, and remember the subtle, but implacable impact he had on people’s lives.

We mourn the loss of Justin but are reminded that he lived his life to the fullest and are grateful for the memories. Your time with us will not be forgotten by your ACHS family, Justin. Rest in Peace.
A number of accreditation ceremonies were held at Fresenius Kidney Care Centres throughout Taiwan and The Philippines with ACHS International Executive Director International Michael Giuliano in attendance.

Taiwan-An Hsin Chu Shan Clinic

The Hsin Chu Shan Clinic, held in the centre of Taiwan. Town Councilman: Ms Yang, FKC Taiwan Chief Medical Director: Dr Lim, Mr Giuliano, Clinic MD: Dr Chiu, Clinic Head Nurse: Ms Chang, FMC AP Director Clinical Quality: Lisa Webb, FKC Taiwan Managing Director: Irene Feng, Patient Representative: Mr Yu, Commissioner of Taiwan Nephrology Nurse Association: Ms Lim, Chief of Village: Mr Lim.

Taiwan Hu Kin Clinic

Hsin Hsin Clinic in the north of Taiwan. FMC AP Director Clinical Quality: Lisa Webb, Clinic Head Nurse: Ms Wang, Clinic MD: Dr Chen, Mr Giuliano.

Taiwan Hsin Hsin Chu Shan Clinic

Hsin Hsin Clinic in the north of Taiwan. FMC AP Director Clinical Quality: Lisa Webb, Clinic Head Nurse: Ms Chuang, Clinic MD: Dr Chen, Mr Giuliano.

Jia Xin Clinic (1)

Jia Xin Clinic in the south of Taiwan. Clinic Head Nurse: Ms Wang, Clinic Founder: Dr Su, FKC Taiwan Managing Director: Irene Feng, Superintendent of Ditmanson Medical Foundation Chiayi Christian Hospital: Dr Yao, Mr Giuliano, Clinic MD: Dr Tu, FMC AP Director Clinical Quality: Lisa Webb, Director of Nephology of Ditmanson Medical Foundation Chiayi Christian Hospital: Dr Hung, Commissioner of Taiwan Nephrology Nurse Association: Ms Ho, Dr.

Taiwan-Jia Xin Clinic (2)

Hu-Kuang Clinic Director of local Public Health Center: Ms Chen, Commissioner of Taiwan Nephrology Nurse Association: Ms Ho Hsiao, Chief Nephrology of Cheng Kung University Medical Center: Dr Kao, FMC AP Director Clinical Quality: Lisa Webb, Clinic Head Nurse: Ms Lam, Clinic MD: Dr Yeh, Mr Giuliano, FKC Taiwan Managing Director: Irene Feng, FMC AP Manager Clinical Quality & IPC: Tiffany Chang, Head Nurse of AHNZ Clinic: Ms Yu, MD of AHNZ Clinic: Dr. Lei

Taiwan-Jia Xin Clinic (3)
In its constant quest to provide tailor-made accreditation programs that match the contemporary expectations of our members, ACHS International has developed the ‘ACHS Recognition Program’.

Specially designed for organisations that are new to accreditation and / or cannot yet meet the full requirements, it is the first step towards an accredited future.

ACHS is able to offer the following modules of the EQuIP6 program; Infection Control, Surgical Safety, Assessment & Care Planning, Clinical Handover & Patient Discharge, Medication Management, Incident & Risk Management, Complaints Management and Appropriate and Effective Care.

Any or all of these can be selected by an organisation based on their needs, risk areas, and / or focus areas for improvement.

To achieve a ACHS Recognition, an organisation must achieve a Some Achievement (SA) rating for all criteria included in the selected module(s).

Each ACHS Recognition is valid for 24 months and is linked to a membership valid for 18 months. After successful completion of multiple ACHS Recognition modules, the organisation will be invited to proceed to ACHS Certification or ACHS Accreditation (whichever is the most appropriate).

International Training Programs

ACHS was delighted to work with the Hong Kong Private Hospital Association (PHA) to present the new Quality Sharing Forum Hong Kong in mid-March. Attendees came from all private hospitals and the Hong Kong University, Schenzhen.

The Hong Kong Annual Development Program for Hong Kong assessors (sponsored by the Hong Kong Hospital Authority) was conducted from 19th to 28th March by ACHS presenters Dr Christine Dennis, Mr Michael Giuliano and Dr Lena Low. All assessors had to attend one mandatory training day and one enrichment training day. The program was innovative and provided assessors with new and updated information regarding EQuIP accreditation and the opportunity to use their assessment skills in a real-life scenario at participating hospitals. The ACHS acknowledges the following hospitals for their support and participation:

► Matilda International Hospital
► Canossa Hospital (Caritas)
► St Pauls Hospital
► Hong Kong Baptist Hospital

ACHS International is expanding its network of experienced assessors, educators, consultants and representatives throughout the Middle East region. Applications have now closed for the Middle East Assessor Competency Training program to be held from 23rd to 25th June. This year’s intake was highly competitive.

Welcome to new members

ACHS International (ACHSI) extends a very warm welcome to our newest international members – Novomed UAE, Emirates International Hospital UAE and Euroarabian Hospital, UAE.

Root Cause Analysis – Be a part of the Solution

The Improvement Academy is pleased to offer a number of Root Cause Analysis (RCA) courses that tie in with the requirements of Standard 1, action 1.11 of the National Safety and Quality Health Service (NSQHS) Standards to address the requirements of the organisation-wide incident management system.

All Australian public and private hospitals that experience a serious adverse event must undergo a clinical investigation.

The learning objectives for this one day course are:

► understand legislative requirements for RCA
► understand the purpose of root cause analysis (RCA)
► understand when to undertake an RCA based on understanding of special and common cause variation
► have a practical understanding of the steps of the RCA process
► develop skills in conducting staff interviews to identify the sources of process failure
► be able to develop recommendations which can be implemented to improve care processes
► have developed sufficient knowledge in order to actively participate and contribute to an RCA team, if lead by an experienced practitioner.

Make sure your team have the answer to the solution with the skills a RCA course offers.

Upcoming dates for the next round of workshops are:

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<tr>
<th>Locations</th>
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<th>Applications close</th>
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<tr>
<td>Melbourne, VIC</td>
<td>Thu 18 July 2019</td>
<td>Wed 3 July 2019</td>
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<tr>
<td>Brisbane, QLD</td>
<td>Tues 22 August 2019</td>
<td>Wed 7 August 2019</td>
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<td>Sydney, NSW</td>
<td>Tues 17 September 2019</td>
<td>Wed 4 September 2019</td>
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<td>Perth, WA</td>
<td>Wed 16 October 2019</td>
<td>Wed 2 October 2019</td>
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<td>Melbourne, VIC</td>
<td>Tues 12 November 2019</td>
<td>Wed 30 October 2019</td>
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Clinical Governance – Open Disclosure

Under the NSQHS (second edition) Health service organisations are required to implement open disclosure as part of the National Safety and Quality Health Service Standards (Standard 1: Governance for Safety and Quality in Healthcare Organisations).

The expression of regret and a full and frank explanation to families of what has happened when there has been direct harm to patients, is recognised as an essential requirement for many reasons. It assists patients and families with healing post a traumatic event, it allows fresh perspectives from patients and families for organisational learning and most importantly drives quality improvement to prevent future patient harm.

Open disclosure sits firmly in the domain of Clinical Governance, needs to be linked to Root Cause Analysis (RCA) and Improvement Science and must be a key focus of Board and Executive functions of health care organisations with respect to risk and risk management. It links closely with consumer and patient engagement.

To assist organisations in developing Open Disclosure competencies and frameworks to ensure it meets the needs of its customers and the NSQHS (second edition) standards, the ACHS Improvement Academy is launching a new Open Disclosure Series.

This five-hour workshop can be accessed as either a public or custom program. Key objectives are:

► Understand the emergence of open disclosure in the Australian context,
► Understand the current legislative and jurisdictional parameters for open disclosure,
► Identify barriers to open disclosure and benefits of such actions,
► Differentiate between low and high-level open disclosure,
► Review the current program in home organisations and identify priorities for improvement, and
► Understand the relationship between open disclosure and root cause analysis.

This new, updated workshop will be held in Sydney 18 July, Melbourne Tuesday 30 July, Adelaide Tuesday 13 August and Brisbane Tuesday 1 October 2019.

More information can be provided through the ACHS website or through emailing improvementacademy@achs.org.au Register here as there are limited vacancies for each city.

Australia’s most comprehensive Quality Improvement Lead training program – brought to you by respected industry experts

Putting patient safety in the context of continuous improvement through the use of techniques and methods to prevent harm

Our Quality Improvement Lead Training Program has lived up to participant’s expectations – with universal praise for a program that puts practical relevance as a priority.

“We have been delighted with the feedback we have received from a range of participants throughout the country and look forward to offering the same high level at our next program starting in Sydney in July,” said Improvement Academy Director Bernie Harrison.

“We have structured the course to increase the capability of senior clinical leaders to drive capability of health systems and to continually improve services for patients and their families. Completion of an improvement project is an essential part of this program. The breadth of projects and the improvement ambition of participants and organisations has been exceptional. These projects are being published by the ACHS IA so that this learning can be shared broadly with the health system. The project summaries booklet is available on the ACHS website.

Examples of feedback include:

► “Very knowledgeable, Very motivational, great speaker.”
► “Expanded my interest / confidence to be more confident to speak about quality and safety.”
► “Great training style, topics very relevant, useable information, good fun.”
► “Practical application of theory”.

Register now for the next Quality Improvement Lead Training Program – starts Thurs 1 August and concludes 12 June 2020, to be held in Sydney at ACHS offices in Ultimo.