



MEDIA RELEASE

Thursday 27 September 2012

Hospital data is clean, accurate and central to reform

Data being collected and reported as part of the National Health Reform Agreement is enabling hospitals to respond to issues more quickly and improve performance, Australian Institute of Health and Welfare (AIHW) Chair Andrew Refshauge has told delegates at *'The Quantum Leap'* healthcare conference which is finishing up in Sydney today (27 Sept).

Dr Refshauge said the AIHW's new online automated validation system, Validata[®], was critical to hospitals meeting the COAG Reform Council's requirements on reporting data for uses such as inclusion in the *My Hospitals* website.

He said the system allowed data to be validated much more quickly and alleviated the previous time-consuming and inconsistent process where hospitals manually checked data and processes varied across jurisdictions.

"During the trial of this system, hospital Golden Staph infection rates were available on the *My Hospitals* website within four months, whereas previously the data wasn't available until the end of the financial year," Dr Refshauge said.

"This doesn't just allow for accurate reporting, it allows hospitals to see and react to data just a few months after it's collected, rather than trying to respond a year down the track or having already made changes without the support of data.

"The system allows for serious competence-checking for example it can pick up an error in the data within half an hour, such as if the data reported that a 42-year-old male was a patient in a maternity hospital."

"All the health reforms require data and if you don't have clean, accurate, secure data then reform can't happen."

The international keynote speaker on the final day of the conference is Fred Lee, US author of *If Disney Ran Your Hospital*, who says hospitals need to put a higher value on compassion and empathy if they wish to improve their patients' experience and loyalty.

Other topics being covered on Day 3 are: How to deal with the non-performing clinician; the four pillars of the NSW approach; and does public reporting of performance achieve better quality?

***'The Quantum Leap'* conference is hosted by the Australian Council on Healthcare Standards (ACHS), the Australian Healthcare & Hospitals Association (AHAA), and Women's and Children's Healthcare Australasia and the theme is *Measurement: Redefining Health's Boundaries?* It is being held at Sofitel Wentworth, Sydney.**

It is sponsored by The Australian Commission on Safety and Quality in Health Care, and the Ministry of Health NSW.
<http://thequantumleap.com.au/>

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THE QUANTUM LEAP

*Measurement: redefining
Health's boundaries?*