

SAFETY AND QUALITY

Newsletter

PATIENT SAFETY AND CLINICAL QUALITY

Autumn 2024

A Message from the Executive Director, Patient Safety and Clinical Quality (PSCQ)

In this newsletter, we share with you some recent work to enhance safety and quality capability in the WA health system. In keeping with the theme of capability, we are continuing on our program of work to enhance data literacy. So often, the data creates work. Through the Data Summit and Making Data Count program, we are working with clinical teams to ensure that the health information available to us assists us in delivering quality care and focuses attention where it is needed.

While we always hear that patients are at the heart of all that we do, training in health and medicine has often focused upon technical bedside skills and knowledge. We have been thinking about how we may combine the excellent technical expertise we have, with a stronger person-focus, in order to improve both staff and patient experience. With this in mind, this newsletter provides an update on the Safety and Quality Capability Framework and offers a teaser on how we would like to use this to build a safety and quality community of practice locally.

To this end, we congratulate Fiona Stanley Hospital Group on the collaboration between its Consumer Advisory Committee and medical intern training.

Dr Audrey Koay

*Executive Director,
Patient Safety and Clinical Quality*



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Data Summit Feb' 2024 & Making Data Count

Data Summit - Curiosity & Capability

We were delighted to host 200 delegates to the conference which brought together healthcare professionals from across Australia with our international guest speaker, Samantha Riley to discuss how we can better use data to improve the health of Western Australians. The data summit, in collaboration with Health Roundtable, reviewed topics such as the Strategic Plan, building the right culture and capability, clinical governance and the interstate experience in rolling out Electronic Medical Records. We would like to express our thanks to all speakers, in particular our Innovation Showcase speakers who gave 3 minute overviews of their quality improvement initiatives on the day.



Making Data Count - Down Under

During our Summit Week, Samantha Riley, Director of NHS England's Making Data Count programme presented on the program's success to healthcare Boards and Executives, over 200 data and analytical staff, 85 surgeons, 20 interstate executive leads and the 200 Data Summit attendees above. Sam's talks hit a home run. The central messages about the Making Data Count program focus on using data to have the right conversations, and providing resources across all staff to know how to prepare information for healthcare leaders, and in turn for healthcare leaders to know the right questions to ask.

The next steps are a WA-wide pilot to see if we can improve on the NHS England approach down under.



Left to Right: Dr Emily Kuzich, Dr Audrey Koay, Samantha Riley & Richard Gillett

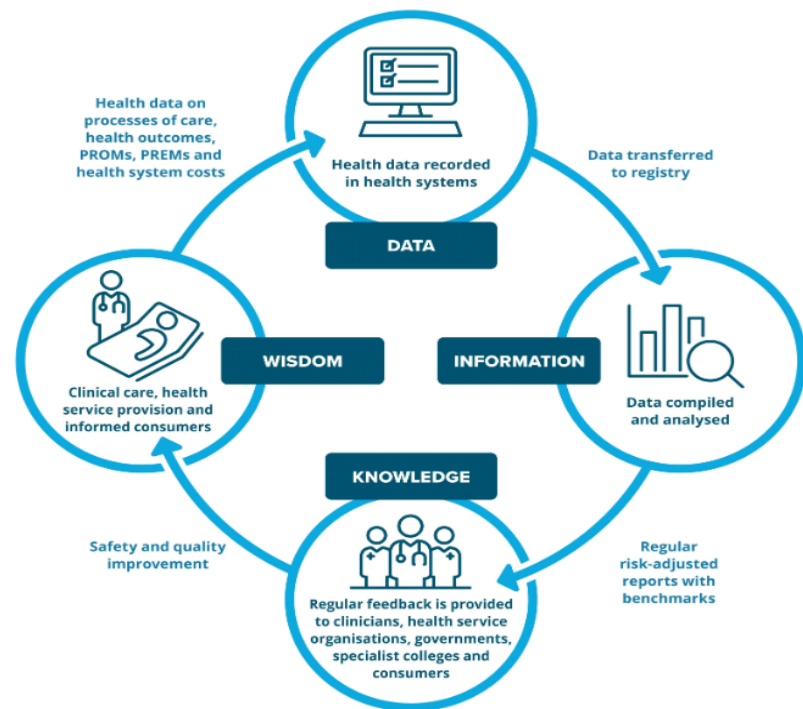


If you would like to know more, please reach out to us at safetyandquality@health.wa.gov.au

Clinical Quality Registry Framework

The **Second Edition of the National Clinical Quality Registry Framework** will be launched later this year. The new framework will set out how registries can make it easier to collect data about patients, and focus on meaningful outcomes for healthcare professionals and the patients they treat.

For more information, [Click Here](#)



Emergency Triage Education Kit Second Edition

The Emergency Triage Education Kit (ETEK) is a resource for nurses preparing for the emergency department (ED) triage role and for educators. Triage ensures patients with the most urgent clinical need are prioritised for care in the ED.

The ETEK second edition was recently updated based on extensive consultation and feedback. Changes include new and revised content on many topics such as decision-making, the effect of bias at triage, communication with patients and support people, care for older people, responding to psychological distress and recognising early signs of sepsis. Additionally, many new case studies have been added to facilitate educator-led discussions.

Thank you to Jing Ning (NMHS) and Lichelle Hackett (SMHS) for your involvement on the project and bringing the WA perspective.

For any queries about ETEK please contact ACSQHC via
mail@safetyandquality.gov.au

Revised Medication Chart Policy

MP 0078/18

The **Medicines and Technology Unit (MTU)** have recently undertaken a review of the suite of medication charts that are mandated across WA Health under the WA Medication Chart Policy MP 0078/18. Use of standardised medication charts leads to improved consistency and safety of documentation for prescribing and administering medication across WA Health and will support transition to an Electronic Medical Record.

The Medication Chart Policy mandates the use of the following standardised medication charts for prescribing and administering medications for inpatient care:

- ♦ WA Hospital Medication Chart (HMC) – short stay and long stay
- ♦ WA Paediatric Hospital Medication Chart – short and long stay
- ♦ WA Adult Anticoagulant Medication Chart
- ♦ WA Adult Clozapine Initiation and Titration Chart
- ♦ Agitation and Arousal PRN Chart
- ♦ Intramuscular Long-Acting Injection Chart

MTU is responsible for maintaining a register of changes request lodged by health services. As there were several changes submitted to MTU last year. MTU reviewed these change requests and with endorsement from the WA Medication Safety Collaborative, an update to the relevant medication charts were made.

There were considerable changes made to the WA Anticoagulant Medication Chart and the WA Adult Clozapine Initiation and Titration Chart and due to the clinical nature and urgency of these changes an implementation guidance was provided to all HSPs.

In addition to the update of the mandatory charts associated with the Policy, MTU is currently reviewing and updating all the resources and user guides and will be introducing several new resources including:

- ♦ Guidelines for the Safe and Quality Use of Clozapine Therapy in the WA Health system
- ♦ Acute Agitation and Arousal PRN Medication Chart User Guide
- ♦ Guidelines for the use of WA Intramuscular Long-Acting Injection Chart

All these resources will be available on the [Medication Chart](#) page

Advanced Safety & Quality Practitioner Forum

On 6 March 2024 the **Safety & Quality Workforce Capacity and Capability Program** team hosted an Advanced Safety & Quality Practitioner Forum. Karen Lennon, Program Manager, presented on the Healthcare Workforce Safety & Quality Capability Program that has delivered us a [S&Q Capability Framework](#). This work builds on the strong patient safety systems that we have in WA and is aimed at transforming our strong reporting culture to a stronger learning culture.

Joining Karen was Dr Thy Do, Consultant Anaesthetist from the [Nexus Program](#) at Royal Perth Bentley Group. Dr Do provided insights into Human Factors, outlining the relevant components within the Capability Framework including the relationship to Just Culture.



Participants then joined the discussion via interactive online platform Menti. They shared their perspectives on the opportunities presented by the Capability Program, identified potential challenges and suggested solutions to overcome the challenges.

Some opportunities identified included:

- ◆ 'Building a basic foundation and shared language of improvement'
- ◆ 'A pathway for career development'
- ◆ 'Successor planning'
- ◆ 'Bringing clinicians on the S&Q journey'
- ◆ 'Recognition of the importance of S&Q skills'
- ◆ 'Sharing of limited resources to benefit all of health'

Overall, the forum was an excellent opportunity to engage key stakeholders to support and contribute to the ongoing enhancement of safety and quality within the health care system.

For more information on the Program contact Karen Lennon at
DOH.SQWoCC@health.wa.gov.au

Preimplantation Genetic Testing (PGT)

Recent Changes to Approval Requirements for Preimplantation Genetic Testing (PGT)

There have been two significant changes made to the approval process for PGT which reduces the administration burden on Assisted Reproductive Technology or IVF clinics and enables a more timely response to patients.

Preimplantation genetic testing (PGT) refers to a range of techniques that are used to test high risk embryos for known genetic conditions or chromosomal abnormalities. PGT is not part of a routine assisted reproductive technology treatment cycle and under legislation requires approval from the Reproductive Technology Council (Council). In January 2024, the Council expanded the approved list of genetic conditions (including structural arrangements) that clinics can test embryos for. IVF clinics are now able to undertake testing for conditions on the approved list, where patients are eligible, without the need to undertake a lengthy approval process via Council.

The approved conditions list is available [from the Council's website](#) and is updated regularly as Council approves new conditions to be added.



Additionally, the **Reproductive Technology Unit** has developed an automated application process for IVF clinics to use when requesting approval for PGT for conditions which are not on the approved list. The use of the REDCap forms will streamline the approval process for clinics and the Council and ensure patients can proceed with testing without unnecessary delays.

New IVF Clinic Licenced

On the 12th of February 2024, **Oasis Fertility Centre**, a new Assisted Reproductive Technology clinic, was licenced through the Licensing and Regulatory Unit.

Project Spotlight

FSFHG Medical Intern Orientation Program Delivers a First for WA

Fiona Stanley Fremantle Hospital Group (FSFHG) Consumer Advisory Council (CAC) members are helping the new medical interns develop communication skills for better delivering person-centred care.

CAC members have developed a workshop on 'Communication for Person-centred Care' focusing on:

- ◆ What person-centred care looks and feels like
- ◆ The barriers to person-centred care
- ◆ How simple communication approaches can ensure that patients, family members and carers feel cared for as people.

The workshop is presented as part of the annual Medical Intern Orientation program and is based on education modules developed by the Emergency Department Consumer Advisory Group as part of their Patients at Risk project.

Feedback from the medical interns has been very positive, with comments on their learning including:

- ◆ "I have been able to reflect on what person-centred care truly means"
- ◆ "I now understand better my own biases as a clinician when it comes to person-centred care"
- ◆ "By engaging with consumers in the workshop I gained real insight into the patient experience"

As an example of consumer involvement in the co-design of services, this is an exciting development for FSFHG and a huge step forward for health consumers and practitioners.

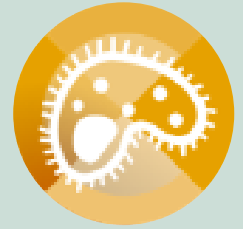
Please contact the Safety and Quality Lead
Nicole.michelsen@health.wa.gov.au if you
would like to know more about the Medical Intern
Orientation Program.



Jane Pearce: FSFHG Consumer Advisory Council Chair

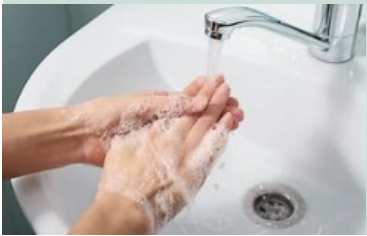
Hand Hygiene

Hand Hygiene is one of the most effective actions to prevent or reduce the spread of infectious agents/germs to patients and healthcare workers.



The Australian Commission on Safety and Quality in Health Care (ACSQHC) has recently released a series of videos specific for medical staff, created in collaboration with the **Council of Presidents of Medical Colleges**.

- ♦ The 5 moments for hand hygiene videos led by Dr Phoebe Holdenson Kimura, a Medical Advisor for ACSQHC and GP, are available [here](#)
- ♦ Hand Hygiene Expert Insights by the council presidents are available [here](#)



World Hand Hygiene Day 05 May 2024

The 'Save Lives: Clean Your Hands' global campaign was launched by the **World Health Organization (WHO)** in 2009. **World Hand Hygiene Day** is held annually on **5 May**.

The **theme** for World Hand Hygiene Day (WHHD) **this year** is: "Highlighting the importance of promoting knowledge and building the capacity of health and care workers through innovative and impactful IPC training and education".

The main **slogan**, posed in the form of a question, is "**Why is sharing knowledge about hand hygiene still so important?**"

To find out more,
[Click Here](#)



We would love to hear from you

Send us your feedback or queries, and suggest a topic for the next newsletter

Email: EOPP@health.wa.gov.au