



ACHS – Celebrating 40 Years of Quality in Care in 2014

It is with a great deal of pride that the Australian Council on Healthcare Standards (ACHS) reaches the milestone of turning 40 in 2014.

We have come a long way from the vision in the 1960s to establish a system of accreditation for hospitals in Australia and the first steps undertaken to form an accrediting organisation in 1974 to address this challenge.

Forty years later ACHS has evolved as a highly-respected Council with wide representation throughout the healthcare industry, and a solid aim of 'improving health care for all'.

Along with the influence of the Council has come respect for shaping and determining four decades of significant changes to healthcare activities. Clinicians, healthcare administrators and consumers have all made lasting contributions in helping the Council achieve its aims.

ACHS has become synonymous with healthcare accreditation and affecting positive changes through its EQUiP program here and internationally. Its initially self-determined role has over time shaped a generation of care



Adjunct Associate Professor Karen Linegar presents the accreditation certificate to Mr Andrew Way of Alfred Health in Melbourne.

givers and influenced many significant aspects of continuous quality improvement that we now take for granted in an increasingly complex arena.

An important theme throughout the last four decades has been adaptability to change, taking on the many challenges that have been presented and through a succession of inspired leaders, bringing about the will for collaborative efforts to ensure

positive change eventuates.

We have never been an island, we have strived to work with others and as such have become an essential part of the fabric of Australian healthcare. A large part of our success to date is that as a not-for-profit we are 'for the industry', we are here to support, encourage and facilitate improvements in the care available today.

Turning 40 is an opportunity to reflect on our achievements. We invite you to be part of our celebrations and continue with us in our mission to be the leading provider of products and services for accreditation that support improvements to quality, safety and performance.

Adj. Assoc. Professor Karen J Linegar FACN JP, President



Celebrate!

Have breakfast on us at our mid-year Surveyor Development Days being held in most states. Visit our website for more details and to register your interest. Members, Surveyors and Stakeholders are all welcome.



1974 – 2014

See Inside For.....

◆ QI Awards Winners

◆ New EQUiP National Corporate Health Service Program

Vale Former ACHS President Peter Woodruff AM

The staff, Board members and Councillors have all been saddened to learn of the recent past President, Associate Professor Peter Woodruff AM passing away on 31 January.

Peter Woodruff served as an ACHS Councillor and Board member from 2002 to 2011, as Treasurer and Vice-President and as ACHS' 13th President, from 2008 to 2011. Peter served as the representative of the Royal Australasian College of Surgeons (RACS).

As a noted vascular surgeon in Queensland, Peter had a distinguished career as an accomplished surgeon, as well as a number of key medical appointments.

The funeral service for Peter was held at All Saints Anglican Church, Wickham Terrace, Brisbane on Saturday 8th February.

The Australian Council on Healthcare Standards extends condolences to Peter's wife Maria and their three children and grandchildren.



The Australasian Clinical Indicator Report Published and Released

A comprehensive report on national clinical performance status of 670 healthcare organisations (HCOs) over the last eight years was launched at the ACHS Annual Dinner in 2013.

The Australasian Clinical Indicator Report 2005 – 2012 (14th edition) presents a detailed statistical analysis of clinical indicators for HCOs in the Australasian region.

ACHS President Karen Linegar said the wide reporting in 2012 by 342 public and 329 private HCOs represented almost 35,000 data submissions providing excellent statistical knowledge for an overview on how Australian health care is performing.

"Following the enormous contribution from the 36 medical colleges, specialist societies and associations, the report presents an aggregate picture of those healthcare areas that have improved as well as where the potential for future improvement lies," she said.

"Through the systematic collection of data on the 22 sets of clinical indicators (CIs) which contain 339 individual indicators, the report builds a thorough picture of the performance of the entire group of



HCOs against the indicators relevant to them, and from this information, HCOs can determine where their performance level sits in the range," she said.

Notable improving trends over the eight years are listed as well as notable deteriorations.

"The report provides an overview of the submitted data and their trends," said Adjunct Associate Professor Linegar. "The statistics provided inform where the outliers are in an indicator set, and this informs HCOs on where their own performance sits compared to their peers."

By encouraging analysis of this data, HCOs have an opportunity to review and possibly improve their performance. Since establishing the Report in 1989, ACHS has provided the indicators as a performance tool for its members to assist in developing their quality and safety improvement.

Copies have been distributed to all ACHS members. If you require a further copy, please contact Mark Burgess at mburgess@achs.org.au.



QI Winners 2013

With a strong number of entrants in the 16th annual ACHS Quality Improvement Awards, there was keen interest in who would take out the three major awards at the ACHS 2013 Annual Dinner.

Peninsula Health and Austin Health Vic won the **Clinical Excellence and Patient Safety Award** for their development of an electronic medical record project, aimed at automating clinical care activities, including prescribing drug administration, radiology and pathology test ordering and results reviewing: to support clinical care through timely access to patient data, whilst minimising duplication of information collected.



The pioneering work from the two health services in clinical information systems will assist in reducing medication errors, which remain the second most common type of medical incident reported in hospitals.

Monash Health's Dietetics and Central Production Kitchen won the **Non-Clinical Service Delivery Award** for their "Innovative Improvement to Food Services for Patients with Allergies" project which sought to improve the identification and non-medical management of paediatric patients at risk of anaphylaxis due to food allergies.



The **Healthcare Measurement Award** was won by the Bathurst Health Service Physiotherapy and Surgical Ward's "Up and at 'em. A trial of early mobilisation in elective orthopaedic in the rural context" which for a small outlay significantly decreased patient length of stay, increased patient satisfaction and resulted in savings of more than \$1.4m.

ACHS Director of Development, Ms Linda O'Connor said each of the entries made an important contribution to an area where strong innovation could make a long-term difference.

"With a strong number of entries received from around the country and overseas, the ACHS Quality Improvement Awards ensure there is a continued focus on improving quality and safety in health care through stronger innovation in Australia," Ms O'Connor said.

"We are very proud of the standard of entries received in 2013 and the amount of work which has gone into preparing some of the entries. The judges have been very impressed by the level of projects aiming to improving quality and safety," she said.

A full list of 2013 Award Winners and Highly Commended entries has been published and a copy can be obtained from Dr Mark Burgess on 02 8218 2776 or via his email qi.award@achs.org.au. The complete list of all entries received has been compiled and can be downloaded from the ACHS website at: http://www.achs.org.au/media/78427/qi_awards_2013_final_version.pdf



National Accreditation Report Published

As reported in the spring issue of *ACHS News* in October 2013, the *National Report on Health Services Accreditation Performance* has now been published, and was launched at the ACHS Annual Dinner.

This important biennial report provides a detailed analysis of the survey outcomes of ACHS members over a two year period, 2011-2012. The Report highlights the evidence which attests to the role of accreditation achievements, as well as positive trends occurring following the implementation of EQUIP5, as measured by the increased frequency on Extensive Achievement (EA) and Outstanding Achievement (OA) ratings.

Copies of the report have been distributed to ACHS members and stakeholders, however, if you would like an additional copy, please contact Dr Mark Burgess at mburgess@achs.org.au.



ACHS Medal Winner 2013 is Christopher Brook AM

ACHS awarded its prestigious 2013 ACHS Medal to Professor Christopher Brook PSM, a distinguished Victorian clinician who is Australia's longest continually serving Deputy Secretary in Health, with experience in a variety of portfolios.

In presenting the award, ACHS President, Adjunct Associate Professor Karen Linegar said "We are delighted to present this award to Professor Brook for his work across three significant areas; the first is in quality and safety in health care, the second is in blood and blood products and the third is in cancer services and cardiac services in rural and regional areas."

"He is highly respected for his work within the Department of Health, as well as for his commitment to rural Victoria and his engagement in many issues across Government and at the national level. However, it is his contribution above and beyond the normal parameters of work which deserves recognition."

Professor Brook is widely regarded as one of Australia's most important figures in the safe and progressive use of blood and blood products, most notably in the care given to haemophiliacs in the 1990s. He was instrumental in ensuring the Commonwealth were made aware of the better solutions available. Professor Brook was also closely involved in the reformation of separate

state-based Red Cross Blood Services into a single national body (ARCBS) in the late 1990s. He also sat on the Advisory Board that created the National Blood Authority.

Professor Linegar said Professor Brook currently has had a strong involvement with the International Society for Quality in Health (ISQua) in the role of President and currently sits on the Board of the Australian Commission on Safety and Quality in Health Care (ACSQHC).

On accepting the Medal, Professor Brook said he was both honoured and humbled, but very proud to be the 21st recipient of the ACHS Medal.



Gratitude to Retiring Surveyors



Some of the surveyors on the evening, L to R: Ms Kaye Smith, Mr Peter Clout, Ms Rosemary Snodgrass, Ms Ros Pearson, Mr Ken Campbell and Ms Sally Percy are thanked for their commitment to being ACHS surveyors.

A number of retiring ACHS surveyors with a considerable length of service to ACHS were thanked for their efforts at the ACHS Annual Dinner held on 28 November. With a brief commentary on their outstanding achievements and efforts, the following were thanked for their contributions over many years: Dr Helen Jagger, Ms Joan Englert AM, Mr David Kelly, Dr David Henderson, and those who were unable to be there on the evening; Mr John Hodge, Dr John Waller, Ms Jenny Duncan and Mr Bob Walsh.

Also acknowledged for their dedication and commitment in 2013 were Mr Ken Campbell, Mr Peter Clout, Ms Anna Fletcher, Ms Helen Milne, Ms Ros Pearson, Ms Carmel Peek, Ms Sally Percy, Ms Kaye Smith and Ms Rosemary Snodgrass.

ACHS currently has 510 surveyors (90 of whom are located overseas) and is grateful for their continued generosity of time and the sacrifices they personally make to continue to be ACHS surveyors..

80 Years of Combined Service to ACHS

Three ACHS employees have shown old-school commitment to longevity in their positions having worked a combined 80 years at ACHS. Margaret Jackson now has more than 28 years' service, with Julie Ings and Bernice Barbouttis not far behind, each with an 26 years' service.

Margaret started in the mid 1980s when there were only six staff members, there are now 53 full-time staff members. She originally worked in the Standards Development area and then Business Support Services, Margaret said she had no

idea her stay would turn out to be such an extended one. "To be involved with the progress of healthcare standards, having had family-friendly working conditions and good bosses over the years, all contributed to an enjoyable working environment," she said.

Julie Ings started in 1987 working for the Advisory Service (which was then a dedicated service responsible for education consultancies) and Publication Service

(distribution of ACHS publications – which were in hard copy back then!). The Advisory Service then became (and still is) part of the Education and Support Service. Julie is

now the Supervisor, Education Administration, and having family-friendly working hours was one of the influences that kept her at ACHS for such a long time. Working with some very motivated colleagues has also made it an easy choice to remain loyal over the years.

Bernice started as a temp in the Survey Dept, stayed on, and the job has evolved from there.

"In those days there were three

staff members in Surveys, including myself," said Bernice. "The main attraction has been the ability to work part-time but I had no idea that I would still be here in 2014."

The three ladies agreed that the technology improvements, growth of the company, involvement of the various types of health services with our accreditation programs, have been the most significant changes over the years.



L to R: Julie Ings, Margaret Jackson and Bernice Barbouttis. All three ladies started when ACHS was a small organisation and finances only allowed for them to be employed part time, which they have continued to do, over the years.

Introducing the first Chinese hospital to receive ACHS accreditation



ACHS President, Adjunct Associate Professor Karen Linegar, presented the certificate of accreditation to the University of Hong Kong - Shenzhen Hospital, Chief Executive Professor Grace Tang, at an award ceremony held in Shenzhen on 27 January 2014.

Dignitaries at the ceremony included the vice mayor of Shenzhen, senior government officials and the Board of Directors of the hospital.

Occupying a total land area of 192,000m² and construction area of 367,000m², the hospital has been designed and constructed by the Shenzhen Government as a major acute public hospital at a cost of over 3.5 billion RMB to serve both local and regional communities.

Starting its first phase opening in July 2012, the hospital is managed by the University of Hong Kong through a collaborative agreement to provide comprehensive services and spearhead public healthcare reforms in China.



When fully operational, the hospital will feature a complete range of Specialist Outpatient and Family Medicine Clinics, 20 Clinical Treatment Centres, 12 Medical Technology Centres, an International Medical

Centre and five Centres of Excellence with a capacity of more than 8,000 daily outpatient attendances and 2,000 inpatient beds. Affiliated to the University of Hong Kong, the hospital aims to become a nationally and internationally-renowned facility in the provision of quality clinical services, teaching and research.

Resounding Accreditation Results from ISQua for ACHS

Following on from the survey week held in October 2013, when ISQua surveyors visited the ACHS offices, ACHS has achieved a resounding result in the ISQua Organisational Standards.

Advice was given at the conclusion of the survey week (pending formal verification), that the ISQua surveyors made only one formal recommendation which is a great achievement for ACHS.

Addressing ACHS staff at the summation conference, ISQua accreditor Tricia Doré said that "It is highly unusual for an organisation such as ACHS to receive only one recommendation, with a small number of improvements to consider, and this is a commendable reflection on the organisation."

"We have been very impressed with the level of improving quality across the six Standards, and the number of improvements that have been made in the organisation since the last survey."

Ms Doré also praised ACHS' staff's commitment to quality improvement, stating that the results of the survey were a reflection of the organisation's approach to teamwork.

To be an approved accreditor for the Australian Commission on Safety and Quality in Health Care's (ACSQHC) National Safety and Quality Health Service



(NSQHS) Standards, ACHS is required to be accredited with an international accreditor.

"As Australia's largest healthcare accreditor, it is important for us to set a high standard when it comes to accreditation, and a lot of work was undertaken over the last four years to ensure there has been continuous quality improvement in what we provide to our members," Acting Chief Executive Dr Lena Low said.

"We are delighted with the 'report for factual accuracy' advice given by the surveyors and look forward to receiving the full report from ISQua once it has been written and approved by the ISQua Board."

The organisational assessment to the ISQua organisation standards takes place every four years.

ACHS study programs ... "a brilliant resource"

Recently we had some feedback from Peel Health Campus, owned by Ramsay Health Care Group in WA on their experience of their survey in early December. They didn't receive any 'Not mets' in all three standards, including the developmental elements.

Amanda Barnes relates that she thinks all at the Campus found the experience to be "very positive... and we are determined to achieve the highest

standards in our Periodic Review."

"I will be attending more of the ACHS study programs. I think they are a brilliant resource and it is great to be able to share ideas with other teams embarking on the same journey."

We thank Amanda for her kind words and congratulate Peel Health Campus on their recent achievement.



ISQua International Conference a Success

ACHS Acting Chief Executive Dr Lena Low caught up with ISQua Accreditation Manager, Ms Jan Mackereth-Hill, at the 30th International Conference held in Edinburgh in October 2013. ACHS had the following presentations: one concurrent session (President Linegar and Dr Low), one 15 minutes oral (Dr Low), one five minute oral (Ms O'Connor) and a poster presentation from President Linegar, Dr Low and Ms O'Connor.

ACHS Annual Dinner

28 November, 2013



Ms Catherine Steel,
Mr Jed Duff



Ms Judy Daniel, Mr Christopher Brook
PSM, Ms Linda Brennan, Ms Jenny Rance



Mr Tony Lawson, Mr Clyde Wheatland, Ms Fiona Tito
-Wheatland, Ms Noela Whitby, Ms Debbie Bryan



Ms Catharine Chaffey, Ms Sharlene Chadwick, Mr
Robert Grima



Ms Margaret Banks



Ms Ros Pearson



Mr Philip Mealey, Ms Lilly Mealey, Mr David Davies



Mr Robin Mead, Ms Mary Anne Silvers, Mr Imran Hanif, Mr
Andrew Muldoon, Ms Catherine Poschich, Ms Solly Toefy



Dr Lena Low, Mr Shane Solomon, Dr Michael Cleary PSM,
Mr Christopher Brook PSM



Mr David Henderson, Ms Joan Englert AM, Mr David Kelly and
Ms Helen Jagger

Performance and Outcomes Services

Unsure how to submit data for the CIP?

If you are new to the world of quality improvement and are expected to submit data for the Clinical Indicator Program (CIP), don't panic - help is at hand.

The first step is to gain access to PIRT – the Performance Indicator Reporting Tool using the easy online request forms – just go to <http://www.achs.org.au>.

Look for the LOGIN button on the ACHS home page. Underneath this is the '[register for access](#)' hyperlink. Once your request has been validated you will be sent an email explaining how to login and will be given access to a user guide to the PIRT.

It is important to remember that each individual user has their own login. Your username is linked to your email address, which is used to send urgent updates, the

system will not allow us to use the same email twice.

If you want to understand thoroughly how to submit data, an eLearning module is available to take you through the essential information. Simply use your PIRT login at the ACHS eLearning site <https://apps.achs.org.au/elearning/index.html> and look for the heading 'PIRT'.

If you are unsure of any of the definitions or have some general questions, you may find that the Frequently Asked Questions (FAQ) page on the [PIRT Bulletin Board](#) page answers them.

And, if in doubt, the Performance and Outcomes Services (POS) team which manages the CIP is only an email away – at pos@achs.org.au and they will reply within one working day.

Dr Brian Collopy Returns

ACHS is delighted to welcome Dr Brian Collopy, former ACHS President, Board member and founder of the Clinical Indicator Program back to undertake a new advisory role. We are fortunate to have Dr Collopy working in the role of Clinical Advisor to the Clinical Indicator Program. His primary responsibility will be to assist in the revision of CI Sets and oversee the content for new publications.

Update CI sets to be launched in the first half of 2014 include Radiation Oncology, Paediatrics and Radiology.

Planned updated sets for the second half of the year will include Infection Control, Gynaecology and Hospital-Wide.

Upcoming reviews for 2014 include Internal Medicine, Anaesthesia, Mental Health and Pathology.



Welcome to Our New Members and to Those Who have Rejoined

ACHS is delighted to welcome back those members who have rejoined ...

VIC

- **Beleura Private Hospital**
- **Peninsula Private Hospital**

WA

- **Hollywood Private Hospital**

NSW

- **Port Macquarie Private Hospital**
- **South Eastern Sydney Medicare Local**

... and to our new members, welcome!

NSW

- **Port Macquarie Ophthalmic Survey**
- **Enriched Health Care**

Leading by example – the new EQuIPNational Corporate Health Services program

Corporate Health Services now have the opportunity to lead by example with the release of the new **EQuIPNational Corporate Health Services** program.

Following requests from our member organisations, ACHS has designed an accreditation product for corporate services with direct oversight of healthcare facilities, which is in line with the National Safety and Quality Health Service (NSQHS) Standards and ACHS' EQuIPNational program. The program is suitable for local health networks, area health services, local health districts, and the corporate offices of private healthcare facilities.

"The healthcare sector now has a corporate program that will facilitate alignment between the corporate body and the healthcare facilities they oversee, and by committing to such standards the corporate bodies are supporting their healthcare facilities with their own accreditation," said Acting ACHS Chief Executive Dr Lena Low.

"One of the key benefits of membership to this program is the alignment of quality systems between the corporate body and its healthcare facilities," she said. "Corporate Services are able to select a three year cycle or a four year cycle program, depending on their requirements to align with the health facilities they oversee."

The new **EQuIPNational Corporate Health Services** program comprises the ten NSQHS Standards plus the

additional five EQuIP-content standards, utilising only those actions that are relevant at the corporate level. Guidance is provided against each applicable action to ensure clarity of roles and responsibilities. This ensures that member organisations have a comprehensive accreditation and quality improvement assessment program that is organisation-wide.

Contact your Customer Services Manager to learn more about this program.

ACHS at APHA in Brisbane in March

Will you be in Brisbane at the Australian Private Hospitals Association conference on 24 and 25 March? If so, come and say hello to ACHS staff Dijana Karaconji, Customer Services Manager and Gary Cadwallender, Manager of the Performance and Outcomes Services who will be on booth 10 ready to meet you.

This will be a great opportunity to learn more about what we have to offer, our new **EQuIPNational Corporate Health Standards** program and of course the Clinical Indicator Program and how it can help your service.

The Quantum Leap Health Innovation: Making Quality Count

8-10 September 2014
Novotel, Brighton Le Sands
Sydney



For more information
or to register, go to:
thequantumleap.com.au
or phone 02 6162 0780

ACHS announces the next Quantum Leap Conference Dates

Monday 8 – Wednesday 10 September, 2014

ACHS will once again join forces with the Australian Healthcare and Hospitals Association (AHHA) to present their joint congress "The Quantum Leap: Innovation - Making Quality Count".

To be held in Sydney at the Novotel Brighton Le Sands. Program details will be available shortly on the ACHS and AHHS websites.

Education Update

All details of the ACHS Education events for January to June 2014 are now available on the ACHS website at: <http://www.achs.org.au/education-support/education-workshop-calendar/>

New in 2014:

Webinars

ACHS Education is pleased to announce the introduction of a webinar series in 2014. Designed to give wider access to ACHS education, these webinars are presented by experienced ACHS surveyors. Each session is scheduled for an hour, and all you need to do is have a computer with broadband access and a phone. Hot webinar topics for 2014 include:

- Standard 9, Clinical Deterioration: Observation Charts and Patient Management Plans.
- Standard 6, Clinical Handover.
- Mental Health: NSQHS Standard 9: Clinical Deterioration
- Standard 2, Partnering with Consumers
- Hot Topics for Small Hospitals Series: Audit for NSQHS Standards

All details are available at: <http://www.achs.org.au/education-support/education-workshop-calendar/>

Workshops

New workshops in 2014 include:

- Health Records in the Electronic Age
- Corporate Systems and Safety: EQulPNational Standard 15
- Effective Risk Management to Support Quality Outcomes
- Achieving Accreditation with the ACHS National Safety and Quality Health Service (NSQHS) Standards Program
- Achieving Accreditation with the ACHS EQulPNational Program

ACHS eLearning is also available for ACHS members at: <https://apps.achs.org.au/elearning/index.html>



Pictured: from left, Customer Services Manager Dijana Karaconji at a workshop run by ACHS Surveyor Vince Gaglioti on Recognising and Responding to Clinical Deterioration in Acute Health Care in 2013.

All ACHS workshops and webinars are also available as customised 'on-site' events in your own organisation. ACHS also offers an on-site consultancy service. Please do not hesitate to contact us if you would like to find out more about these options.

ACHS Education: Phone: +61 2 9281 9955 Email: Educate@achs.org.au