



# Safety and quality

## newsletter

### Welcome to the 2023 Spring Safety and quality newsletter!

In this issue, we are pleased to share with you the WA Safety and Quality Strategic Plan 2024-2026.

The crafting of this plan represents the joint efforts of consumers and WA Health staff, carrying our shared ambitions for those at the heart of our hospitals and health services.

Drawing upon existing foundations of safe care, we aim for high performance and a person-centred approach which recognises the value of active partnerships between clinicians and consumers and the contributions of our staff.

In addition:

- Discover the power of collaboration, as we delve into our partnership with the Institute for Healthcare Improvement and Health RoundTable.
- Hear about national efforts aimed at enhancing safety and quality in healthcare, with illuminating insights and updates from the Australian Commission on Safety and Quality in Health Care.
- Meet some local champions from North Metropolitan Health Service and Fiona Stanley Hospital.

Thank you for being an indispensable part of our mission. As always, we welcome your questions and feedback, and look forward to working together on the delivery of the WA Health Safety and Quality Strategic Plan 2024-2026.

**Dr Audrey Koay**

Executive Director  
Patient Safety and Clinical Quality Directorate

October 2023



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# The WA Safety and Quality Strategic Plan

The Patient Safety and Clinical Quality Directorate has worked closely with the Health Consumers' Council and clinical and safety and quality representatives from the WA health system to develop a state-wide Safety and Quality Strategic Plan.

This Plan defines a common direction, strategic focus, and top priorities for safety and quality in WA, and outlines how the Department of Health and Health Service Providers can work with staff and consumers to improve safety and quality across the system.

The Strategic Plan was informed by WA's performance against a range of local and national indicators, feedback from staff and consumer surveys, and "lessons learnt" from national and international contexts in strategy development and delivery.

The team who developed the Strategic Plan said that the highlights from engagement were:

- Reaching vulnerable populations through community workshops facilitated by the Health Consumers Council
- Consulting with 148 consumers, carers, and their family members; 390 health care staff; 90 Department of Health staff; and 78 health executives and board members
- Co-hosting a 3-hour virtual event with the Institute for Healthcare Improvement for key clinical, consumer and safety and quality stakeholders
- Working closely with the WA Health Executive Committee throughout development of the Plan.



The final version of *Improving Safety and Quality in Healthcare - A strategic plan for WA 2024-2026* was endorsed by the WA Health Executive Committee in August 2023, with official launch plans underway.

The Strategic Plan will have a positive impact for both service users and service providers, by acting as a call for action to drive safer, higher-performing, and more person-centred health care across the WA health system, in all our diversity.

In the spirit of this year's theme for World Patient Safety Day (Engaging Patients for Patient Safety), we are proud of this achievement and grateful for the opportunity to participate in this genuine co-production process.

# World Patient Safety Day

## 17 September 2023

### “Elevate the voice of patients!”

World Patient Safety Day 2023 celebrated the theme "Engaging patients for patient safety", in recognition of the crucial role patients, families and caregivers play in the safety of health care.

Evidence shows that when patients are treated as partners in their care, significant gains are made in safety, patient satisfaction and health outcomes. By becoming active members of the health care team, patients can contribute to the safety of their care and that of the health care system as a whole.

Patient and family engagement is a pivotal strategy to advance safety in healthcare. As users of the healthcare system with first-hand experience of the entire patient journey, the perspectives of patients, families and caregivers are invaluable in improving patient safety. The impact of meaningful patient engagement is remarkable, with studies showing a potential reduction in the burden of harm by up to 15%, saving countless lives and billions of dollars each year.

### Objectives of World Patient Safety Day 2023

**Raise** global awareness of the need for active engagement of patients and their families and caregivers in all settings and at all levels of health care to improve patient safety.

**Engage** policy-makers, health care leaders, health and care workers, patients' organizations, civil society and other stakeholders in efforts to engage patients and families in the policies and practices for safe health care.

**Empower** patients and families to be actively involved in their own health care and in the improvement of safety of health care.

**Advocate** urgent action on patient and family engagement, aligned with the Global Patient Safety Action Plan 2021–2030, to be taken by all partners.

**Find out more about World Patient Safety Day [here](#).**

*Reference: World Patient Safety Day 2023: Engaging Patients for Patient Safety. (n.d.). [www.who.int](https://www.who.int/news-room/events/detail/2023/09/17/default-calendar/world-patient-safety-day-2023--engaging-patients-for-patient-safety). <https://www.who.int/news-room/events/detail/2023/09/17/default-calendar/world-patient-safety-day-2023--engaging-patients-for-patient-safety>*



# IHI open school subscriptions available for HSPs



“We bring awareness of safety and quality to millions, accelerate learning and the systematic improvement of care, develop solutions to previously intractable challenges, and mobilize health systems, communities, regions, and nations to reduce harm and deaths. We spark bold, inventive ways to improve the health of individuals and populations. We generate optimism, harvest fresh ideas, and support anyone, anywhere who wants to profoundly change health and health care for the better.”

The Patient Safety and Clinical Quality Directorate have made a limited number of subscription to the Institute for Healthcare Improvement’s Open School available to each Health Service Provider.

For more than 30 years, the Institute for Healthcare Improvement (IHI) has used improvement science to advance and sustain better outcomes in health and health care across the world. The IHI Open School is an interprofessional educational community that offers the skills and support network to become leaders in health care.

Whether you are a student; a health care professional; or a leader of a hospital or health system, there is a set of virtual courses appropriate for your needs that can be taken anytime, anywhere.

The Open School curriculum covers a variety of topics that are relevant to today’s health care work-

force, such as quality improvement, patient safety, health equity, data for QI, safety culture, and delivery of person centred care. IHI Open School also provides an opportunity to obtain the Basic Certificate in Quality and Safety.

Obtaining the certificate involves completing 13 online modules, which collectively take around 17 hours.

**Find out more information about the Institute for Healthcare Improvement [here](#).**



*Dr Tina Bertilone (NMHS) at the Institute for Healthcare Improvement, Boston, in 2019*

**If you are interested in taking the IHI Basic Certificate, reach out to:**

**[PSCQ.CED@health.wa.gov.au](mailto:PSCQ.CED@health.wa.gov.au)**

**IHI’s Vision: “Everyone has the best care and health possible.”**

# What's new from HQIU

## Health Round Table Partnership and the *Innovating Together* Data Summit

The HealthCare Quality Intelligence Unit has recently partnered with the Health Roundtable to co-develop a clinician and key stakeholder engagement model and education programmes, with the following aims:

- Enhance engagement on clinical safety and quality between the Department of Health and WA clinicians;
- Increase awareness of data availability and access for clinical safety and quality;
- Increase clinical safety and quality data literacy; and understanding of quality improvement methodologies; and
- Improve clinical outcomes and reduce clinical variation in the WA health system
- Enable interstate and international benchmarking on quality and safety measures

The Department of Health has committed to the Health Roundtable's "Honour Code" – to collaborate in good faith to receive and use Roundtable reports for the purpose of quality improvement initiatives, not performance management.



### Data Summit—26 July 2023

To kick off the new collaboration, HQIU and Health Roundtable hosted an inaugural data summit with the theme "Innovating together: Data Driven Quality Improvement" on 26 July 2023 at the University Club of Western Australia. Attendees came from across the public and private sectors to showcase of local, national and international presentations. Based on the tremendously positive feedback received, planning is already underway for the next event!



# IN THE SPOTLIGHT

**JING NING**

NMHS Senior Policy & Compliance Officer

**LICHELE HACKETT**

FSH ED Nurse Manager

## WA gets involved in the National Emergency Triage Education Kit (E TEK) Review

The National Emergency Triage Education Kit (E TEK) is a set of learning resources that support nationally consistent training on the correct use of the Australasian Triage Scale (ATS) in emergency departments. The original resources were published in 2009, so a refresh of the resources is being funded by the Australian Government Department of Health and Aged Care to ensure their continued value for Australian ED clinicians.<sup>1</sup>

Lichelle Hackett and Jing Ning have been working with the Australian Commission on Safety and Quality in Health Care for the past 10 months as the WA representatives facilitating the engagement of WA stakeholders with review and revision of E TEK. As consultation wraps up, we hear from Lichelle and Jing about their role in the project.



**Tell us a little bit about the E TEK resource and what you've been doing with it?**

As WA representatives for the State and Territory Liaison Group, we were the conduit between the National Project team and metropolitan and regional EDs across WA. We worked with a group of super enthusiastic clinicians representing each of the Health Service Providers in WA who generously contributed their valuable time and expertise in this work. Together, we ensured that the finished resource will be beneficial to our state.

**What has it been like working with the Australian Commission for Safety and Quality in Health Care?**

It has been a privilege and super empowering to represent WA to the Commission. We would like to give a big shout out to those who contributed, without whom this work would not have been possible.

**As consultation wraps up, what advice would you give to someone doing national clinical resource consultation work in future?**

We would say: take advantage of these great opportunities to ensure WA has a voice in national projects and can contribute our expertise to collective knowledge in health care. This work enabled us to network and learn from our counterparts in other states and make new connections. While consultation work takes additional commitment and time and adds to the workload, it is worthwhile and rewarding. Our HSPs have supported this work and we have linked in with the Department of Health for support in communicating information via state-wide forums such as Health Executive Committee.

# R U OK? DAY

## 14 September 2023



Black Dog  
Institute



headspace

HEAD TO HEALTH



Beyond  
Blue

Lifeline  
WA

R U OK? encourages people to stay connected and have conversations that can help others through difficult times. R U OK? focuses on building the motivation, confidence and skills of the help-giver – the person who can have a meaningful conversation with someone who is struggling with life.

R U OK? contributes to suicide prevention efforts by encouraging people to invest more time in their personal relationships and building the capacity of informal support networks – friends, family and colleagues - to be alert to those around them, have a conversation if they identify signs of distress or difficulty and connect someone to appropriate support, long before they're in crisis. We all have a role to play in looking out for those we care about at home, work or in our community.

### Ask, 'are you OK?' Because a conversation could change a life.

R U OK? Day 2023 was observed on Thursday 14 September. Every year this is our national day of action when we remind Australians that every day is the day to ask, 'are you OK?' and start a meaningful conversation whenever they spot the signs that someone they care about might be struggling,

These four steps are a useful starting point:

**Ask R U OK?** Be relaxed, friendly, and non-judgemental in your approach.

**Listen.** Take what they say seriously and don't interrupt or rush the conversation – remain open minded.

**Encourage action.** Encourage them to access support. You don't have to have the answers, but you can help them consider the next steps they can take to manage their situation.

**Check in.** Put a reminder in your diary to talk in a couple of weeks. You could simply say, "I've been thinking of you and wanted to know how you've been going since we last spoke."



### Don't forget to check in with yourself too and remember, help is always available.

Our (EAP) provides free and confidential support for staff and eligible family members.

As a WA Health employee you also have access to a suite of webinars focussed on health and wellbeing.



1. Ask



2. Listen



3. Encourage  
action



4. Check in

# Updates from the commission

## AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



### New Hip Fracture Clinical Care Standard

The updated Hip Fracture Clinical Care Standard was released on 11 September 2023 at the ANZHFR Hip Fest Conference, following a review of current evidence and consultation with clinical experts and key organisations. The standard was first published in 2016.

The goal of the Hip Fracture Clinical Care Standard is to improve the assessment and management of people with a hip fracture in order to optimise outcomes and reduce their risk of another fracture. The Standard has now been updated following a review of current evidence and consultation with clinical experts and key organisations.

Find out more [here](#).



The National Medicines Symposium is an annual, cross-disciplinary event bringing together leading organisations, experts, clinicians, consumers and policymakers to discuss and debate key issues around quality use of medicines.

**Join us for the National Medicines Symposium:**

**The future of medicines: good for people, good for the planet**

**Wednesday 8 November 2023**

**10am - 4.30pm AEDT**

**Attendance: Virtual**