



Safety and Quality Newsletter

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

Welcome to the last edition of the Safety and Quality Newsletter for 2020. None of us anticipated the year we've had in 2020. There have been challenging and uncertain times. We have all had to change what we do, how we work and how we live.



When I consider the increased numbers of patients who have received care from our hospitals over this period, against the backdrop of continued positive data on patient experience, I see a testament to the ethic that drives all staff in WA's hospitals.

This year has brought to the fore, the efforts and importance of our public health colleagues: the contact tracers, the jabbers, the swabbers, the nurses and physicians, the ICT and other support staff. That they are not more often on our radar, is evidence of the quality of their work. When I consider the infectious diseases to which we no longer succumb, the levels of community uptake of vaccination and the rapidity of WA's response; we realise that every day, the public health teams have always been there, keeping us safe.

COVID has been a mirror into our society. It reminds us, of the vulnerable amongst us. It reminds us what a world without effective antimicrobials would look like. It revealed the interconnectedness of our world. I am both humbled and grateful to live in WA. For those who can, it is a privilege to be able to enjoy Christmas and New Year with friends and family.

For those who will be working, we thank you. We don't know what next year will bring, but I do know, that I cannot imagine a better place or a better group of people to be working with. Wishing you and your families a safe Christmas and New Year break...and don't forget to wash your hands.

Dr Audrey Koay
Executive Director
Patient Safety and Clinical Quality

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More Information

Please provide us with feedback or suggest a topic for the next newsletter.

We would love to hear from you.

E: RoyalSt.PSCQ@health.wa.gov.au

P: 08 6373 2212



World Patient Safety Day

17 September 2020

The purpose of this day is to:

- recognise that patient safety remains a global health priority
- enhance awareness of patient safety issues
- encourage actions to improve patient safety and minimise patient harm
- recognise and celebrate the hard work and dedication of health workers globally.



The World Health Organisation reports that globally, 40% of patients are harmed in primary and ambulatory care settings, with approximately 80% of this harm being preventable.

This year, the theme for World Patient Safety Day was 'Health Worker Safety: A Priority for Patient Safety'. Central to this theme is the understanding that safe working environments are required by health workers, to protect the safety of their patients.

To celebrate World Patient Safety Day, the Patient Safety Surveillance Unit arranged a morning tea for the GPO team. There was a great turnout for this event and it provided the GPO team (pictured above) with an opportunity to reflect on our roles in patient and health worker safety.

Across the globe, monuments were lit up in orange on World Patient Safety Day, as a gesture of gratitude for the ongoing efforts of health workers in delivering safe healthcare to patients.

In Perth, Optus Stadium, Metagarup Bridge, Yagan Square, Elizabeth Quay, Council House, and King Edward Memorial Hospital were illuminated on World Patient Safety Day.



Optus Stadium and Metagarup Bridge captured by Tim Van Bronswijk (Patient Safety Surveillance Unit)

MENTAL HEALTH WEEK



This year's theme for Mental Health Week was Strengthening Our Community – Live, Learn, Work, Play. In light of this theme, the Department of Health's community from across the GPO Building came together to celebrate Mental Health Week from 10 to 17 October 2020.

One in five Australians is affected by mental illness annually, and many more have been impacted by the current COVID-19 pandemic, and the increased uncertainty and anxiety that has ensued over the last six months. Increasing knowledge and understanding of mental illness is the first step to reducing stigma and improving wellbeing in the workplace.

Suggestions on how to improve your mental health and wellbeing

- ❖ Connect: make social connections with the people around you, including your neighbours and people at work.
- ❖ Be Active: keep your body and mind active.
- ❖ Be Aware: take time to stop, notice your surroundings and be in the moment.
- ❖ Keep Learning: try something new or rediscover a past interest.
- ❖ Help others: do something kind and to make your community a better place.

Where to find information about mental health

- ❖ Head to Health www.headtohealth.gov.au
- ❖ Black Dog www.blackdoginstitute.org.au
- ❖ Headspace www.eheadspace.org.au
- ❖ R U OK? www.ruok.org.au
- ❖ ReachOut www.au.reachout.com

Who to call if you need immediate support

- ❖ Lifeline 13 11 14
- ❖ Beyond Blue 1300 22 4636
- ❖ Suicide Call Back Service 1300 659 467
- ❖ Employee Assistance Program (for Department of Health employees)



STATEWIDE CLINICAL INCIDENT CHECK UP:

Focus on Falls

(No. 32, September 2020)

- The latest Clinical Incident Check Up Report has been released by the Patient Safety Surveillance Unit (PSSU) with a focus on clinical incidents related to falls in health services.
- A total of 8,819 clinical incidents relating to falls were reported in Datix Clinical Incident Management System between January 1st 2019 and June 30th 2020. In this Check Up Report, the most commonly reported falls risk-factors are identified, and, in line with the recently updated [National Safety and Quality Health Service Standards](#), recommendations are outlined regarding best practice in falls prevention and risk management.
- Click [here](#) to access the current Clinical Incident Check Up Report.

Figure 1. Top 5 Falls Risk Factors

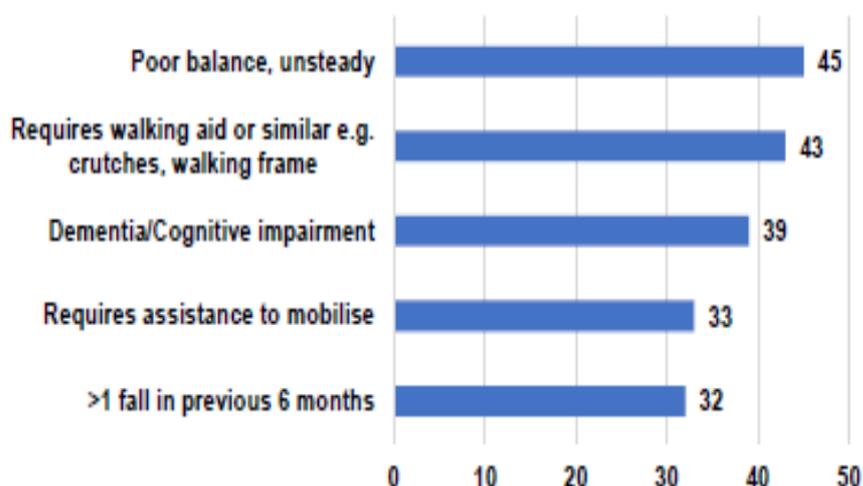
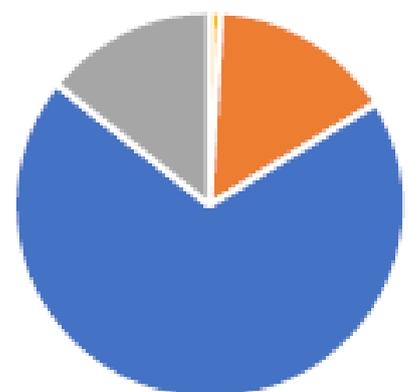


Figure 1 outlines the top 5 falls risk factors identified in SAC 1 falls-related incidents. As such, these factors may be worth considering when conducting comprehensive risk assessments. Note: more than one risk factor can be identified for each clinical incident.

Figure 2. SAC 1 Incidents by Patient Outcome



- Minor harm (n = 1)
- Moderate harm (n = 16)
- Serious harm (n = 73)
- Death (n = 15)

Do you know about DoH Library Services?

The Department of Health (DoH) Library provides services and resources to all DOH staff. Librarians Shane and Cathy can assist you with searching for articles or books, setting up various types of alerts, conducting literature searches, or providing training in accessing resources, all in person, over the phone or via Teams.

The book and journal collection is held offsite, and an extensive collection of online resources, including ejournals, databases, and Australian standards is available anytime to all users, and from anywhere including while working from home.

The collection of resources focuses on both clinical and non-clinical subject areas related to health, public administration and policy. Library staff also have access to online networks which allow us to source journal articles and books from libraries around Australia on behalf of our library users.

For any GPO Staff interested, DoH Librarians, Cathy Clark and Shane White will be presenting an information session on library services at the DoH Library on Thursday, the 10th of December in the Large Kitchen Open Area at 10:00am

Visit the DoH Library website here [<https://dohlibrary.health.wa.gov.au>], email doh.library@health.wa.gov.au, or call 9222 4312 for further assistance or information.



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Update from the Safety and Quality Indicator Set (SQiS) team

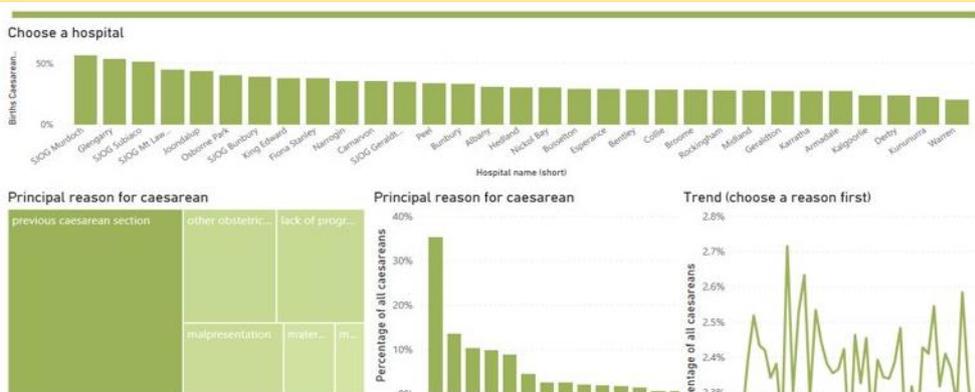
The Safety and Quality Indicator Set (SQiS) team of the Healthcare Quality Intelligence Unit delivered roadshows to Health Service Providers in August, with a combined audience of over 100 attendees. The purpose of Roadshow was to:

- Provide an overview of SQiS
- Demonstrate the functionality and supplementary materials
- Develop a shared understanding of the process and what the Department does with this information

The SQiS team presented the SQiS web app and showcased the Maternity Data Dashboard which kicked off the Maternity Improvement Collaborative in June.

The SQiS team will facilitate a working group to refine the second tranche of indicators, which we will roll out over the next several months. The group will also work on improving the governance process around responding to clinical variation with the shared goal of quality improvement.

In addition to the working group and ongoing development of new indicators, we are also in the process of re-platforming our current SQiS application to Power BI, which will greatly improve our ability to customise the data presented. We expect to go live with pilot phase of this new platform in the next few months and this will replace the current web app.



Maternity Data Summit Dashboard

- Data exploration
- Improvement collaborative
- Machine learning
- Interactive data breakdown

This newsletter has been produced for informative purposes only by:
Patient Safety and Clinical Quality, Department of Health
Level 3, 3 Forrest Place
Perth WA 6000
08 6373 2212
RoyalSt.PSCQ@health.wa.gov

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