



Quality Seminar

The Science of Quality Improvement

6 November 2017

James Cook Hotel Grand Chancellor
Wellington



Programme

Room	Chancellor 2, Level 16	
8:30am	Registration	
9:00am	Welcome and introduction	Janice McEwan Cathy Cummings <i>DAA Group Directors</i>
9:15am	Plenary 1 Key note speaker In pursuit of high quality and safe care we need to build the science and culture of quality improvement	Dr Christine Dennis <i>CEO Australian Council Healthcare Standards</i>
10:30am	Morning tea - outside Chancellor 2, Annex Area	
11:00am	Plenary 2 Key note speaker Building the science of QI continued	Ms Bernie Harrison <i>Director, Improvement Academy</i>
12:00 midday	Lunch - Whitby Restaurant, Level 17	
1:00pm to 3:30pm	Workshop - Chancellor 2, Level 16 Building the science of quality improvement into the way you do business Using breakthrough collaborative methods and others to achieve improvements in health care at scale and pace (diagnostic tools, process mapping & managing flow)	Dr Christine Dennis <i>CEO, Australian Council Healthcare Standards</i> Ms Bernie Harrison <i>Director, Improvement Academy</i>
3:35 pm	Review and Questions – Chancellor 2, Level 16	Janice McEwan Cathy Cummings
3:45pm	End of day	

Welcome to the November 2017 DAA Group Quality Seminar

The theme of this seminar is: 'The Science of Quality Improvement'

The seminar is designed for *Senior Leadership, Executive Management Quality Management, and those who wish to extend their knowledge of QUALITY SCIENCE*

Improvement Science is an emerging concept which focuses on exploring how to undertake quality improvement well. It inhabits the sphere between research and quality improvement by applying research methods to help understand what impacts on quality improvement.

The overriding goal of Improvement Science is to ensure that quality improvement efforts are based as much on evidence as the best practices they seek to implement.

With this in mind we have brought together two expert presenters (Dr Christine Dennis and Bernie Harrison), leaders in healthcare improvement, international experience and expertise in health and quality improvement in Australia, the UK and the USA. They will share their knowledge on Improvement Science in the morning and in the afternoon, provide takeaway skills for your organisation.

For more information please visit the ACHS website or join the Improvement Academy at ACHS: www.achs.org.au

We hope you find today's seminar beneficial and look forward to welcoming you back to future workshops. We would like to take this opportunity to thank our fabulous speakers, our staff for assisting in the preparation of the seminars, and you, for participating in the dialogue.

Enjoy the day!

Organising Committee:

Janice McEwan

Managing Director

DAA Group

Cathy Cummings

Managing Director

DAA Group

Justine Goodyer

Office Support

DAA Group

Janice McEwan



RN, Lead Auditor

Janice is a Co-Director of the DAA Group. Janice is a Registered Lead Auditor and Registered Auditor Trainer who specialised in this field after a career of 18 years nursing, six of which were in a management role. Over the last 23 years Janice has provided audit services against a variety of standards for certification and accreditation and contract audits for various directorates of the Ministry of Health and also for ACC. This includes ISO Quality Management Standards, Home and Community, Mental Health, Alcohol and Drug, Accident and Medical Clinics and the Health and Disability Sector Standards.

Janice has been actively involved in quality and risk management systems over the last 23 years as an auditor and Managing Director. Audit and evaluation work has included work in a wide variety of private and public health sectors including District Health Boards, Trust hospitals, Private surgical, Day Stay, Home and Community, Allied Health, Mental Health and the Disability Sector. Janice has lead audits within all of these areas. Over the last 13 years Janice has been involved in standards review and development with Standards New Zealand and was awarded a meritorious award for her contributions. Janice has worked as part of and leading audit teams in New Zealand, Australia and Asia including Taiwan, Thailand, Indonesia and Malaysia.

Cathy Cummings



RN, BN, DBA – Victoria University, Lead Auditor

Cathy is a Co-Director of the DAA Group. Cathy has wide and in-depth experience in health and disability services. She has managed a quality auditing agency for more than twenty years and has in-depth expertise in certification, accreditation and other types of auditing. Cathy is an international surveyor for ISQua – the International Society for Quality in Healthcare.

Cathy was a member of the committee for the national review of the Health and Disability Sector Standards and has previously been on the development committee for SNZ HB 8163:2005 Indicators for Safe Aged-care and Dementia-care for Consumers, and SNZ HB 8134:2005 Audit Workbook and Guidance for Residential Services for People with Dementia, and NZS 8181:2006 Fertility Services Standard and Audit Workbook. She is also a member of the ACHS Standards Committee. Cathy's knowledge in the area of standards development and review has been recognised by being awarded a Standards NZ Meritorious Service Award.

Cathy has been widely respected for her nursing ability and leadership. This complements her audit work.

Cathy is proud to be a leader of the DAA Group, including its office-based staff and its many auditors and surveyors.

Plenary Speakers

Dr Christine Dennis



**BA Nursing, Masters
HSM, Doctorate of
Business, FACHSM,
FAAQHC**

Christine is CEO of Australian Council Healthcare standards. She has worked in the health industry since 1976, having commenced in nursing and progressed to leadership positions in nursing and then broader health service management.

Recent positions have included CEO, Southern Adelaide Local Health Network; Chief Operating Officer, Top End Health Service; and Acting CE, Northern Territory Health. Her career has included many and varied positions both within Health Services and in Health Departments. She also worked as Manager of the State Coroner's Office in South Australia and, has provided education and training consultancies to the Ministry of Health, Singapore. Areas of expertise include strategic and operational planning, quality and safety systems and organisational change.

Her doctoral thesis was titled 'The Problematic Nature of Strategic Planning in Public Health Services; the Perspectives of the Health Planner.'

Ms Bernie Harrison



**BA Nursing, Masters
HSM, Doctorate of
Business, FACHSM,
FAAQHC**

Bernie is Director of Improvement Academy. She has over 30yrs experience in health care, as a clinician, researcher and quality and safety (Q&S) expert. She has extensive experience in designing and delivering Q&S training programs in the Asia Pacific region. She trained in the USA in 2001 and 2010 as a Fulbright Scholar under the tutorage of Dr Brent James at Intermountain Health Care and Dr Don Berwick at the Institute for Healthcare Improvement.

She has led and published a Breakthrough Collaborative (Harrison et al Vox Sanguinis, 2014) in improving red cell transfusion in the elective surgical setting. She co-authored the Quality in Australian Health Care Study (MIA, 1995), the most cited paper in the journal's 100 year history.

Her previous positions include: Executive Director of Hospital Performance for the National Health performance Authority and Director in the NSW Clinical Excellence Commission.

Morning Plenary Sessions

Chancellor 2, Level 16

0915 - 1030	Dr Christine Dennis
Plenary 1	
<p>This presentation will look at:</p> <ul style="list-style-type: none"> • Establishing a culture of continuous improvement • Building the science of quality improvement • Pursuit of high quality and safe care • Why Certification / Accreditation are important • Standards and targets • Why it is important to know where you sit with your peers 	

1100 - 1200	Bernie Harrison
Plenary 2	
<p>This presentation will build on the first presentation and will look at:</p> <ul style="list-style-type: none"> ✓ How do you do process improvement? ✓ Building a culture of safety and continuous improvement ✓ Improvement methodology ✓ How do you take what comes out of audit and use it for improvement? 	

Afternoon Workshop

Chancellor 2, Level 16

13:00 – 15:30
Dr Christine Dennis & Bernie Harrison
<p>The afternoon will run for 2.5 hours and be facilitated by both Christine and Bernie. “Building the science of quality improvement into the way we do business around here” is the title of this session and will include interactive examples that will show you how to “do” process improvement through:</p> <ul style="list-style-type: none"> ✓ process mapping ✓ managing flow to achieve a quality result ✓ using improvement methodology such as PDCA cycles to create sustained change <p>Answering many of those difficult questions:</p> <ul style="list-style-type: none"> ✓ How do you take what comes out of audit and use it for improvement? ✓ How do we build and maintain a culture of safety and continuous improvement?

About Us

The DAA Group is a designated audit agency (DAA) and a conformity assessment body (CAB).

The company is accredited by ISQua (the International Society for Quality in Healthcare – they accredit the accreditors) to provide certification and accreditation to a range of healthcare services.

Two streams of certification are offered:

1. Ministry of Health Certification Audit

Standards for this type of audit include:

- NZS 8134:2008 Health and Disability Services Standards incorporating:
- NZS 8134.1.2008 Health and Disability Services (Core) Standards
- NZS 8134.2.2008 Health and Disability Services (Restraint and Minimisation and Safe Practice) Standards
- NZS 8134.2.2008 Health and Disability Services (Infection Prevention and Control) Standards

2. DAA Group Certification Audits

Standards for certification/accreditation include (but are not limited to):

- AS/NZS ISO 9001:2015 Quality Management Systems requirements
- NZS 8158:2012 Home and Community Support Sector Standards
- RNZCUC Urgent Care Standard 2015
- NZS 8164:2005 Day Stay Surgery and Procedure Standards
- NZS 8165:2005 Rooms/Office Based Surgery and Procedures Standard
- NZS 8156:2008 Ambulance Service Standards
- NZS 8171:2005 Allied Health Services Sector Standard – including physiotherapy services
- EQuIP Accreditation
- EQuIP Day Hospital
- EQuIP Corporate
- Retirement Village Code of Practice

House Keeping Notes

Cell Phones

Turn off cell phones or (if you must remain contactable) switch to silent mode.

Restrooms

Toilets are located for Chancellor 2 by the foyer.

Coffee Breaks and Lunch

All the morning sessions will be held in Chancellor 2.

Morning and afternoon tea will be served just outside this suite in the Annex area. Lunch will be served in The Whitby Restaurant, level 17. Tables will be reserved for seminar attendees. Please be aware that Chancellor 2 will not be locked over the lunchtime. Do not leave any valuable items unattended. All personal items are left entirely at your own risk.

Workshops

Please be seated in the workshop five minutes prior to the start time, by 1255.

Shuttles

We will coordinate shuttles back to the airport. If you wish to book a seat, please see the seminar coordinator at the registration desk at morning tea.

Badges

Please keep your name badge on at all times – it will allow you to access the buffet at lunch time.

JAMES COOK HOTEL GRAND CHANCELLOR
THERE MAY BE SOME EVENTS THAT
WON'T BE ON YOUR PROGRAMME



FIRE - Evacuate and Assemble

- **Accommodation**

If you hear a continuous fire alarm, immediately leave the building by the nearest safe exit. Our staff will be at strategic points to guide you.

Assemble at the Emergency Evacuation Assembly Point outside Fujitsu Tower on The Terrace (turn right at the main hotel entrance)

- **Conference floors**

If you hear a continuous fire alarm, please remain calmly seated and the Conference fire wardens will escort you off the floor through the 4 different designated exits. Assembly point as above.



EARTHQUAKE - Drop, Cover and Hold

- Drop to the ground, get under cover and hold on.
- Do not evacuate (unless instructed to do so).
- Wait for the shaking to stop and then follow the instructions of your venue supervisor and venue safety wardens.

REMEMBER:

- Do NOT use the lift
- Do NOT use lighters or matches
- Walk at all times and remain calm
- Do NOT carry anything down stairs with you



- When instructed, assemble outside Fujitsu Tower on The Terrace
- Do NOT return to the building until instructed to do so

