

## 3<sup>rd</sup> Quarterly Report Summary (July – Sept 2013)

### Introduction

The ECI received funding to establish Quality Support Officers (QSOs) across 25 sites in Emergency Departments. Applications were sought from interested Emergency Departments (EDs). Recruitment for the positions started in late 2012. Positions were variously filled between November 2012 and May 2013. Blue Mountains were unable to recruit a QSO and have since withdrawn from the project.

The main aims of the QSO's are to:

- Establish multi-disciplinary quality teams in the ED
- Implement the Australasian College for Emergency Medicine (ACEM) Quality Framework
- Provide support and assistance in quality activities to support attainment of the Quality Framework and the quality objectives of the ED
- Facilitate two state-wide quality projects: Sensible Test Ordering Project (STOP) and Standardised Death Review.

In addition, QSO's will support those activities considered to be high priority by their local quality teams.

### QSO support

Following the 2 day introductory workshops the monthly teleconferences have continued with strong attendance and engagement from all sites. A follow up 1 day face to face workshop was held in Sydney in August with 15 QSOs attending. Sessions targeted focused project implementation, engagement of medical staff, consumer experience and sustainability of project outcomes. The workshop was positively evaluated from all participants who particularly valued the opportunity to network, share ideas and troubleshoot issues.

There has been a high degree of individual communication between the ECI and QSO's to provide support and clarification, trouble short and share resources.

The secure login webpage continues with the sharing of relevant resources and tools encouraged and there is the gradual increase in the number of tools hosted on the site.

### On-going Funding

One of the biggest issues for the project during this quarter was the commencement of work on obtaining ongoing funding for the QSO's at their sites. The ECI have assisted in this regard through a number of strategies:

- A teleconference with the ED Directors and other key staff to highlight how well the project was working in their sites and to resolve any outstanding issues
- Development of a mid-term Highlights report to engage with local executive about how successful the roles have been.

A number of sites are actively pursuing funding having acknowledged the invaluable and cost effective nature of the QSO role.

### 3<sup>rd</sup> Quarterly Reports

This 3<sup>rd</sup> Quarterly Summary Report (Q3) follows on from the 1<sup>st</sup> and 2<sup>nd</sup> Quarterly Summary Reports, covering the period July – September 2013. Much good work continues across all sites.

As was to be expected, a common feature of the Q3 reports is one of consolidation of project activity as the QSOs bed down their role and projects move through their phases.

Overall, there has been a high level of success with the Death Review / M & M projects across all sites with many reporting reinvigorated or newly formed committees, engagement of multidisciplinary staff, high levels of attendance at meetings and positive feedback regarding the effectiveness of the death review process and meeting outcomes. Many have progressed linking ED M & M data and outcomes with hospital wide systems.

The STOP project has been less consistent. A common issue for many sites is still the access of timely, useful and consistent data on both pathology and radiology tests and costs. Despite this, many sites have reported improvements in the appropriateness of test ordering and in some sites good reductions in costs. Many are in the process of implementing improved systems using order sets and FirstNet and further improvements are likely to be seen over time.

Many QSOs and their relevant Executives have been making presentations and collecting data in an effort to make the business case for ongoing funding for the QSO role. The QSOs have also been very active in implementing strategies to assist in the sustainability of their role post project funding through:

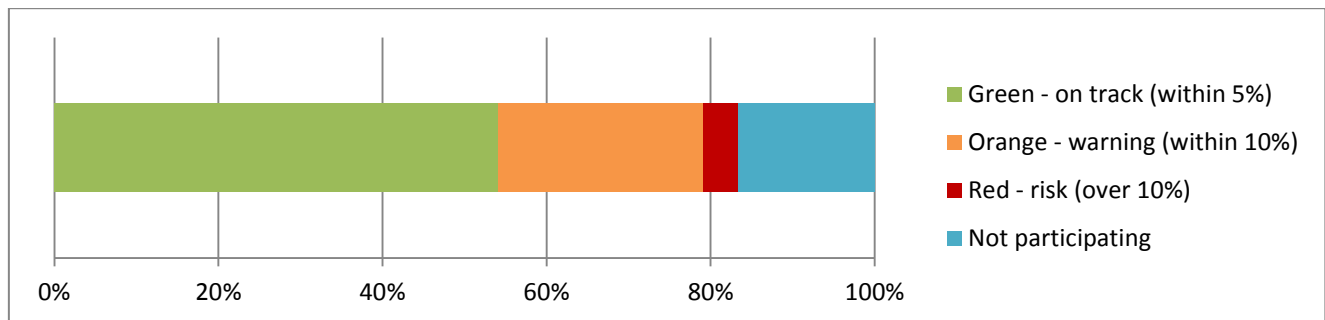
- Making processes part of normal business
- Using technology to assist in making it easier for staff to undertake quality activities
- Assigning project leads
- Incorporating responsibility for quality projects into intern and registrar rotations.

A number of sites have now wound up the project with the QSO role having ceased or having moved on in the following sites:

- Dubbo
- Orange
- Calvary Mater - QSO on leave for 2.5 months
- CHW
- Calvary

### Summary

Sites have rated their progress against their work with 1 site rated as at risk (red), 13 sites are rated as on track (green) and 6 are rated as warning (orange). 4 sites are no longer participating.



QSO's have continued to work hard progressing their projects and starting to tackle the significant challenge of ongoing sustainability post project funding.