



# National Quality Improvement Programme

Issue 1: September 2008

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## CONTACT US

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## WELCOME

Kia Ora and welcome to the first issue of the National Quality Improvement Programme newsletter. This newsletter will be released bimonthly and will provide an overview of the five programmes currently overseen by the National Quality Improvement Programme.

## INTRODUCTION

In 2007 the Quality Improvement Ministerial Committee put five business cases to the Minister of Health for his consideration. The Minister approved the initiatives and funding of over \$25m was found to develop and implement these five initiatives.

Four of these initiatives have been devolved to the DHBs to develop and implement and one to the Ministry.

The Minister asked that a DHB CEO champion each of the four DHB led programmes. These became the four lead DHBs, each managing a particular programme.

The Minister also made it clear in his 2007 Letter of Expectation that all 21 DHBs were responsible for the delivery of the programmes. To ensure collective delivery occurs a National Steering Group has been established.

Four DHB CEOs and Margie Apa, DDG Sector Improvement and Innovation, Ministry of Health, make up the group.

The National Steering Group members are:

- Chai Chuah, HVDHB (Chair)
- Geraint Martin, CMDHB
- Garry Smith, ADHB
- John Peters, Lead CEO for Value for Money

- Margie Apa, DDG, Sector Improvement and Innovation, Ministry of Health

## FIVE PROGRAMMES

The five NQIP programmes and their lead CEOs are:

1. **Optimising the Patient Journey**, Geraint Martin
2. **Infection Prevention and Control**, Garry Smith
3. **National Healthcare Incident Management**, Craig Climo
4. **Safe Medication Management**, Chai Chuah
5. **National Mortality Review Committees Review**, Ministry of Health

Visit [www.qic.health.govt.nz](http://www.qic.health.govt.nz) for their project scopes.

## UPDATE ON ACTIVITY

**Optimising the Patient Journey** – had its first Collaborative Learning Event in Auckland 27-28<sup>th</sup> August. This was well attended by DHBs.

The Programme Team is currently working with the following DHBs to set up their pilot sites:

- Northern
- Waitemata
- Auckland
- Waikato
- Hawke's Bay
- MidCentral
- Hutt Valley
- Nelson Marlborough
- Canterbury
- Otago

For more information visit:

[www.patientjourney.org.nz](http://www.patientjourney.org.nz)



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## Infection Prevention and Control

The team is close to finalising the revised Hand Hygiene Guidelines and supporting materials for DHBs to use. The campaign will be rolled out in two stages beginning with a group of DHBs in October. The team is in the final stages of identifying the first group of test sites. The second rollout phase will start in February 2009.

A website is under construction and should be available by early October.

## National Healthcare Incident Management

The team is currently finalising the draft NZ Healthcare Incident Management policy. This will be delivered to the Ministry for finalising early October.

DHB training on incident management training and education begins in October. All 21 DHBs will have a 2 ½ day education and training programme. This will provide an overview on incident management, human factors, open disclosure, root cause analysis and different methods of investigating for various levels of severity.

For more information visit:  
<http://nzqip.comuniogroup.com>.

## Safe Medication Management

The eight sub projects have been logically clustered - each with a working group made up of pharmacists, , consumers, IT personnel, managers and clinicians. These representatives have been nominated from across the 4 regional DHBs.

The four clusters are:

- Standardised medication chart AND Introduction of e-medication record, e-prescribing

or clinician point of entry system

- Standardised hospital medicine information systems AND Link all information systems connected with medicine management
- Package pharmaceuticals at unit dose with barcodes on wrappers or labels AND Introduce bedside verification
- Medicine reconciliation
- Education and training, and auditing and monitoring, will be an integral part of each cluster.

For more information visit:  
[www.safemedication.org.nz](http://www.safemedication.org.nz).

## National Mortality Review Committees Review

The Ministry has completed CFA variations for support of local Child & Youth Mortality Review co-ordinators.

A working group has agreed the terms of reference for the National Peri-operative Mortality Review Committee. The Ministerial appointments will not be made until after the general election.

## COMMUNICATIONS

### Formal Reporting

The National Steering Group submits a quarterly report to the DHB CEO Group. The next quarterly report is due in October. This report is then sent to the Ministry of Health and on to the QIC Ministerial Committee.

### Key Contacts

All four DHB led programmes have approached the DHBs for a key DHB contact for their programme. Most DHBs have responded with a contact name but a few are outstanding. These key contacts will be responsible for ensuring information from the

programmes is circulated to the right people within their DHB.

### Programme Contacts

The following lists the main contact for each programme:

- Optimising the Patient Journey – Suzanne Proudfoot,  
[Suzanne.proudfoot@middlemore.co.nz](mailto:Suzanne.proudfoot@middlemore.co.nz)
- Infection Prevention and Control – Henry Dowler,  
[henry.dowler@hankstar.co.nz](mailto:henry.dowler@hankstar.co.nz)
- National Healthcare Incident Management – Maureen Robinson,  
[maureen.robinson@communio.co.nz](mailto:maureen.robinson@communio.co.nz)
- Safe Medication Management – Clare Kirk,  
[Clare.Kirk@huttvalleydhb.org.nz](mailto:Clare.Kirk@huttvalleydhb.org.nz)
- National Mortality Review Committees Review – Gillian Grew,  
[Gillian\\_Grew@moh.govt.nz](mailto:Gillian_Grew@moh.govt.nz)

### Websites

The main website for the National Quality Improvement Programme is:  
[www.qic.health.govt.nz](http://www.qic.health.govt.nz)

Each DHB led programme has its own website (refer to update on activities section). However all of these are linked back to the main QIC website.

## NEXT NEWSLETTER

The November issue will update programme activity and give information on what DHBs will need to do for the 2009/10 District Annual Planning process.