



Weathering the Storm in the Quality Sphere



Centre of
Research Excellence
in Patient Safety

Working in Quality in 2014 can be challenging – Accreditation under the National Standards, Changes in the Victorian Health Department including a greater focus on patient-centred care and the patient experience, changes in Aged Care. How do you keep up with it all and make sense of it??

Come along to the upcoming education and networking session from the Victorian Healthcare Quality Association, in association with the Centre of Research Excellence in Patient Safety, which will showcase the support available for quality managers in the ever-changing quality sphere.

Venue: AMREP auditorium Alfred Hospital, Commercial Road, Prahran, Victoria

Date/time: Friday 24th October 2014, 09.30am – 15.30pm

Cost* \$75.00 for VHQA members

\$130.00 for non-members

***Cost includes welcome tea/coffee + Lunch**

Renowned Speakers

Dr. Cathy Balding,

Director of Qualityworks PL, a business dedicated to helping health services executives and quality professionals build and implement simple, powerful quality and governance systems that create great consumer experiences, using a strategic system model she has fine-tuned over many years. She runs Board and Executive clinical governance training across Australia and SE Asia, and is a member of the Board of a large aged care organisation. She is the author of two books, 'The Strategic Quality Manager Handbook' and 'Create a Great Quality System in Six Months Blueprint.'

Dr Karen Luxford

Director – Patient Based Care at the Clinical Excellence Commission, Sydney, Australia (CEC). In 2010, Dr Luxford founded the Partnering With Patients program at CEC to promote patients, family and carers as care team members and the role of patient-based care in improving patient safety and quality in health care services. In 2008-2009, Dr Luxford was a Harkness Fellow in Healthcare Policy & Practice, Beth Israel Deaconess Medical Centre, Harvard Medical School, Boston and studied exemplar patient-focused organizations in the USA and the role of leadership, patient engagement and patient feedback in improving service quality.

Australian Commission on Safety and Quality in Health Care (ACSQHC)

To be Confirmed

Maree Cameron

Manager Quality Improvement, Ageing & Aged Care Branch, Department of Health

Maree Cameron is a registered nurse with many years of leadership and management experience in the Australian aged care sector, including a diverse range of roles within the private and not for profits sectors and in State and Commonwealth government departments. She participates in a range of State and National aged care committees providing both expert and representative advice. Her strategic leadership role for advancing and promoting innovation in safety and quality in Victorian public sector residential aged services is focused on driving care excellence through effective governance and performance improvement strategies.



Enquiries to: vhqasn@gmail.com



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Program

Time	Speaker	Topic
09:30	REGISTRATION AND COFFEE	
10:00-10:05	Sue Evans, President VHQA	Welcome
10.05- 10.10	Belinda Westlake, President AAQHC	Welcome
10:10-11:00	Representative ACSQHC	TBC
11:00-11:30	MORNING TEA	
11:30-12:15	Dr. Karen Luxford, CEC	Rising to the Challenge of Patient Based Care
12:15-13:15	LUNCH - VHQA Annual General Meeting	
13:15-14:00	Maree Cameron	Putting the resident in the centre of the care system
14:00-14:45	Dr. Cathy Balding	Quality System Managers: how to be an invaluable resource - not a spare pair of hands.
14:45-15:30	Panel Discussion	Cathy Balding, Maree Cameron, Other members TBC
15:30	CLOSE	



Enquiries to: vhqasn@gmail.com