

# VNSHS “GOLD” FORUM

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## *Best practice sharing and learning*

*“Aiming to deliver safe quality care in relation to tobacco for every service user, every time and everywhere”*

# Welcome

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- Network members
- Interested health services
- Other stakeholders



# We're here to.....

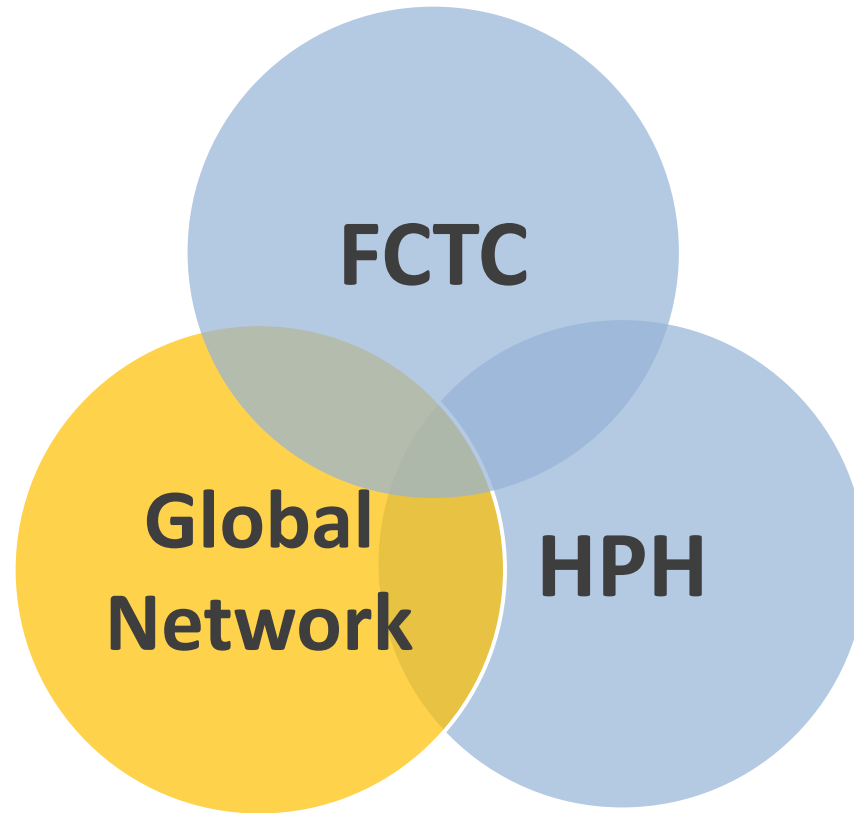
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- **Learn** how Alfred Health and Colac Area Health became involved in and benefited from the GOLD Forum process
- **Understand** how to best approach auditing against the new Global Standards
- **Understand** how the Regional Validation process can help you target areas for improvement
- **Understand** how Gold Forum members contribute to the success of other health services
- **Provide** an opportunity for Gold Forum members to share best practice examples



# Our work in context

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# Continuous improvement through a systematic approach

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# Purpose of Gold Forum

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- Global recognition
- Sustained improvement
- Sharing of best practice





# Process of Gold Forum

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Health services participate in a national verification/validation process providing evidence of a high level of implementation including a confirmed audit score of  $\geq 126$



Health services that achieve the required level of performance are eligible to be nominated for Gold Forum by their national/regional network



Nominated health services apply for Gold Forum through the Global Network



Health services assessed via a Global Network nominated jury

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# Our Gold Forum members

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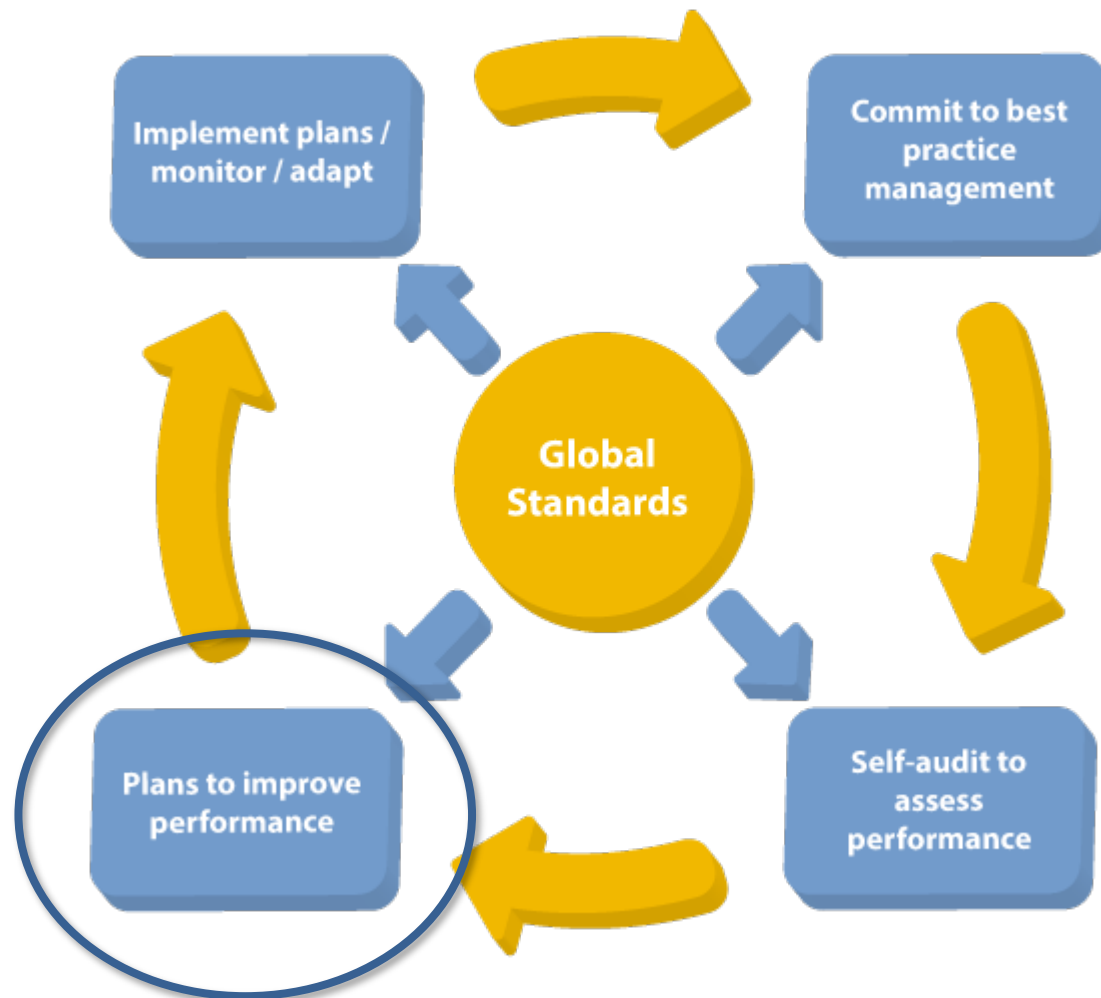
- Key drivers for participation
- Key benefits gained from the process and the experience



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# Plan for improved performance





# Revised plan

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- Driver diagram with key stakeholders
- Stand alone designated work plan and auditing/reporting schedule

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# Evidence of good governance

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*What does it mean to assign accountability at all levels and for all aspects of policy implementation?*





# Activity - Accountability

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- Consider for your organisation how responsibility is allocated for various aspects of implementation and how / where accountability is identified (e.g. in policy, plans, job descriptions etc)
- Discuss how this might vary compared to other services represented around your table and why.
- The list is not necessarily comprehensive. What other areas / tasks have you assigned in your organisation?
- Are there any areas where accountability might not be adequately assigned? Are there levels of the organisation where accountabilities might not be allocated?



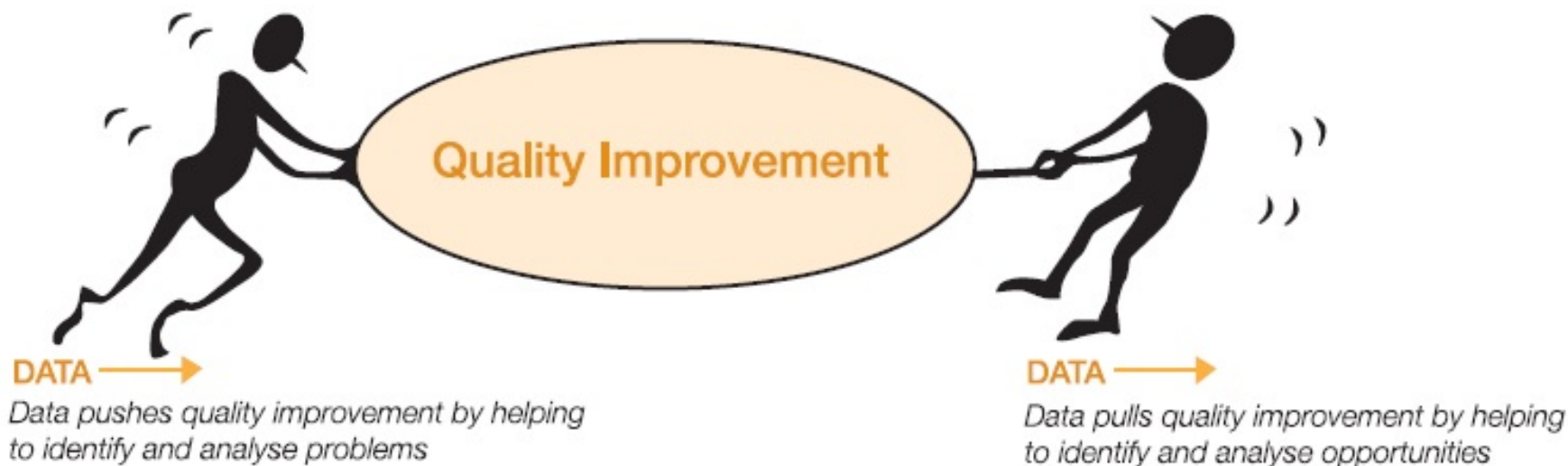
# Evidence in our context

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- Information, facts or data which provide proof or demonstrate the extent to which the standards/criteria are met
- May be documents, reports, audit results, tables, meeting minutes, diagrams, survey results, videos, case studies, formal evaluations/reviews
- May be qualitative or quantitative or both
- Must be relevant and specific to the Global Network standards and criteria

# The 'push' and 'pull' of quality improvement

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# How does data help us?

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- Gives us facts about our performance (numbers, proportions, trends)
- Shows increases and decreases in performance
- Shows clusters of similar events/activities/results
- Alerts us to sudden changes in performance
- Enables us to compare our performance with that of other organisations/programs
- Guides us to what problems need to be addressed, and which areas can be improved to reach the performance level achieved by others



# What data do we need to collect?

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- **Quantitative** – objective, numerical or ‘countable’ – may ‘push’ improvement or ‘pull’ it
  - must be expressed in RATES (proportions/percentages, number per x OBDs, numbers per week/month/year) and if possible calculated and presented as TRENDS
  - includes surveys of patients or staff which use quantitative scale responses
  - Keep frequency of audits to a maximum of monthly, and if results are consistent for six months, start reducing frequency to perhaps quarterly, then six monthly or annually
  - Once you are auditing or surveying annually, ensure you conduct these at different times of the year, to even out workload



# What data do we need to collect?

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- **Qualitative** – subjective, not numerical, but can be categorised into groups and proportions
  - includes surveys of staff or patients which seek free written responses or checked optional responses
  - includes focus groups and facilitated meetings
- **Don't just collect it!**
  - All results should be formally reported including recommendations for improvement and an action plan to complete the cycle

# Examples of data and information relevant to Global Network validation

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- Organisation-wide information as previous slides
- Regular e.g. monthly quantitative data e.g. % of new staff informed of 'smoke free' at orientation
- Annual quantitative data e.g. % of admitted patients who smoke, and % of smokers who received brief intervention
- Annual qualitative data providing information on patient satisfaction with e.g. brief intervention, or smoking cessation clinic experience
- Feedback from staff on training in motivational tobacco cessation techniques

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*What measures make good evidence?*



# Activity – Measures for Global Network Standards and Criteria

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- Consider the standards and criteria set out in the table
- Discuss what sort of measures would provide the required evidence for achieving the standard / criteria
- Does your health service currently collect and report this data?
- What are some of the barriers for collecting and reporting data?

# Preparing for validation

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- READ and understand what each criterion is asking you to 'prove' or demonstrate
- Don't leave it until the last minute - collect and organise data and information well in advance
- Only provide RELEVANT data and information specific to the particular criteria

# Validation day – give it your best shot

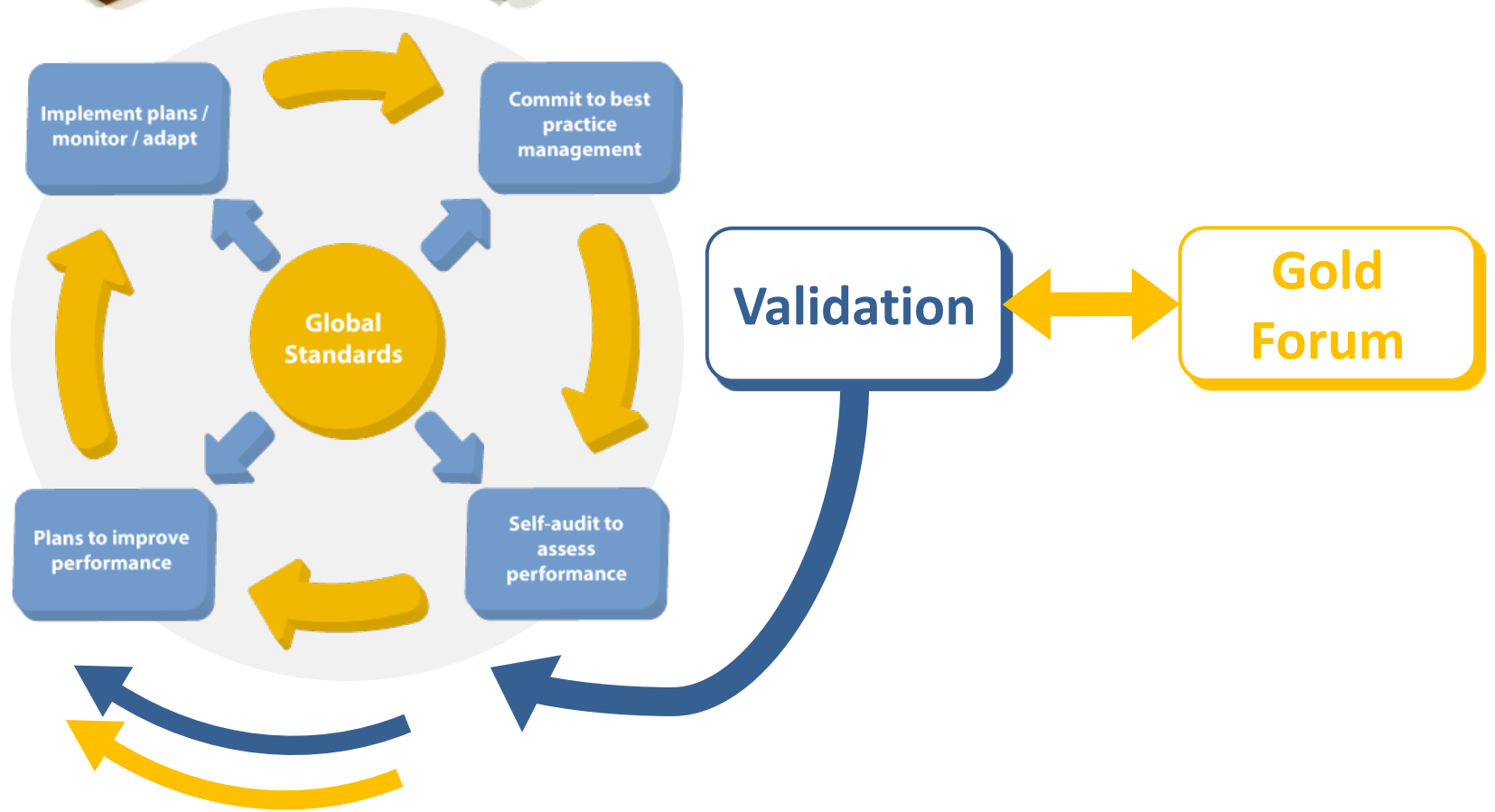
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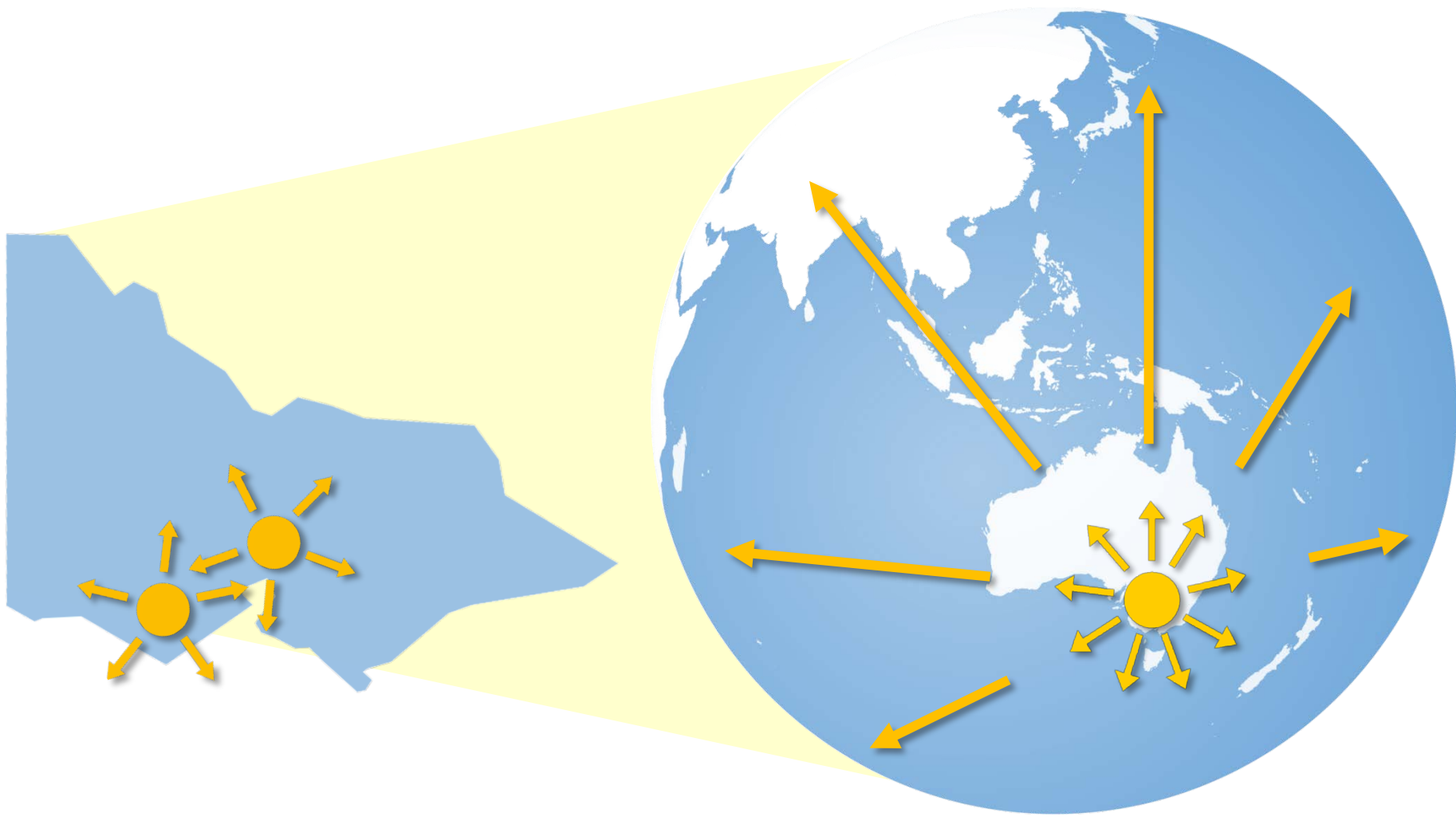
- Invite designated program staff/champions and other interested staff to join the validation ‘team’ to demonstrate broad support and engagement
- Ensure all presenters are familiar with ‘their section’ of the standards, and understand the specificity of evidence being requested
- Invite patients/consumers/carers to participate in the validation and ensure they are given information to understand the purpose and format of the validation, as well as support and guidance with any personal reflections or other presentations

# Wrap up

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# What will you do now?

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- 1. Self audit** – we can help
- 2. Validation** – can assist your journey at any stage
- 3. Gold Forum** – More than an award; it's a commitment to sustained and sustainable improvement and to sharing of best practice



# Best practice examples

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# GOLD Process 2017/2018

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- Information session on **Friday June 16<sup>th</sup> 2017**
- Regional network nominates their member candidates by **September 9th**
- FULL application (including validation report) due **September 29th**
- Provisional decision to candidate by **December 8th**
- Final decision to candidates **February 20th 2018**

**GOLD Forum Event:** Wednesday 6th of June 2018 (Date TBC) at the 26th International HPH Conference in Bologna, Italy