

Call for Abstracts

National Forum on Safety and Quality in Health Care

25 October – 27 October 2010
The National Convention Centre, Canberra

Society, Regulators and Health Providers: a clash of expectations?



Host



Key Partners



AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTH CARE

Invitation:

The Australian Council on Healthcare Standards (ACHS) in collaboration with the Australian Commission on Safety and Quality in Health Care and the Australian Capital Territory (ACT) Health will host the National Forum on Safety and Quality in Health Care at the National Convention Centre, Canberra, 25-27 October 2010. The theme for the forum is "Society, Regulators and Health Providers: a clash of expectations?" This major national event will provide opportunities for sharing experiences and learning through renowned international and local speakers, interactive workshops, papers on research outcomes, an industry Exhibition and networking. A vibrant social program will complement your conference experience.

Forum Program Committee

- Laurie Leigh – Chair – Executive Director – Customer Services, The Australian Council on Healthcare Standards
- Jennifer Azurin – Quality and Accreditation Coordinator, ACT Health
- Margaret Banks – Senior Programs Advisor, The Australian Commission on Safety and Quality in Health Care
- Clinical Excellence Commission representative – tbc
- Consumer Health Forum representative – tbc
- Darlene Hennessey – Executive Director – Development, The Australian Council on Healthcare Standards
- Sue Phillips – Interim Executive Director – National Institute of Clinical Studies- National Health & Medical Research Council
- Bella St Clair – Manager – Customer Services Unit – The Australian Council on Healthcare Standards
- Maureen Wilson – Executive Director Quality Unit – Epworth HealthCare (APHA Representative)

Forum Organising Committee

- Brian Johnston, Chair – Chief Executive, The Australian Council on Healthcare Standards
- Jacqui Bear – Senior Manager, Patient Safety and Quality Unit, ACT Health
- Darlene Hennessey – Executive Manager – Development, The Australian Council on Healthcare Standards
- Laurie Leigh, – Executive Director – Customer Services, The Australian Council on Healthcare Standards
- Lena Low – Executive Director – Corporate Services, The Australian Council on Healthcare Standards
- Megan Taylor – Manager, Communications, The Australian Council on Healthcare Standards.
- Amy Winter – Communications and Secretariat, The Australian Commission on Safety and Quality in Health Care

Venue

The National Convention Centre Canberra
31 Constitution Avenue, Canberra
Phone: + 02 6257 4905
Fax: + 02 6257 6405

Located in the Australian Capital Territory (ACT), the immediacy of the Centre to the Australian Government, decision makers and other institutions makes it an ideal place to meet, greet and inspire. The National Convention Centre is the largest purpose-built meetings and events facility in the ACT.

Canberra is conveniently located between Sydney and Melbourne and is a great destination for delegates with easy access via plane, bus, train or car. The Centre follows up on this theme of ease of access by offering the very best proximity to accommodation, ranging from three star to five star hotels and serviced apartments.



Who should submit a paper?

There will be a mix of keynote addresses and other presentations. We would like to receive submissions for papers from:

- Clinicians and service providers
- Consumers and consumer groups
- Health service managers from the public and private health systems
- Health jurisdictions and policymakers
- Industry bodies involved in the regulation of health services and health service performance
- Health commentators and journalists.

Themes of the Forum:

The main Forum theme is "Society, Regulators and Health Providers: a clash of expectations?" The conference will examine various issues that this theme raises – for example, what does society, and groups within it such as consumers, think of the system and the care it delivers? What views do regulators and policymakers have, and what do they try to achieve? Service providers may have different perspectives from others. What are these? How do they provide care in light of the views and activities of society and regulators? Overall, how do these three groups differ, and to what extent do their distinguishable views represent a clash of expectations?

The safety and quality of our healthcare services has an increasing profile within the community as well as for the people providing the services and for those responsible for the overall management and direction of the services. Although most groups would aspire to the same goal of safe, quality services, what this means and how to achieve it may be very different from each perspective. In addition, what is the relative contribution of the organisations and individuals who monitor and act on health service performance, to the realisation of that goal?

Theme 1: Does Society actually know what it expects?

This theme explores the societal expectations for the quality and safety of our health services. There are a number of elements to this theme including perspectives from consumers and consumer groups as well as wider community groups or community members on what their expectations are of the healthcare organisations which service them.

Funders (public and private) have a significant influence on the development of health services, and the uptake of quality activities. This group can be seen as representing the expectations of the people who purchase health insurance and can offer valuable insights into different societal expectations.

The role health commentators and media play in reflecting and creating the public perception of health services under pressure for failing to meet safety and quality requirements is to be canvassed. Does this media scrutiny assist or hamper health services in their endeavours to improve services?

Theme 2: Are Regulators mostly concerned with quality or productivity or financial outcomes or managing the politics?

There are a number of bodies that create the environment in which health services and providers operate from a legislative as well as policy framework. In what ways do the instruments of government impact on the safety and quality of health services? The focus on safety and quality has led to the development of local, national and international bodies influencing health services. Are there some common expectations and goals in this group? Do these institutions, policies, standards and initiatives, both governmental and independent, lead to improved services and how do they impact on the expectations of consumers and other groups?

Increasingly accreditation is viewed as a tool to be used by regulators. The impact of this may be far ranging for accrediting bodies, regulators and the public. How will the wider use of accreditation influence the quality and safety of health services?

Theme 3: Do Health Providers have expectations of their own or are they mainly concerned with the expectations of others?

Health Providers struggle to meet the multiple expectations of their consumers, their funders, regulators, policymakers and their staff. The need to juggle the competing demands of safety and quality, cost and risk takes the time of health managers and clinicians. What should this group expect from themselves and others in managing these pressures and in producing quality care and services?

Colleges and industry representative bodies are also included in this group. What is their role in enhancing the quality and safety of services? What do they expect from our health services and how do they work with other groups to achieve their aims?

Theme 4: Do Monitors get in the road of good patient outcomes?

This theme looks at the measurement and monitoring of health services and their performance. There is an increasing amount of data available, some of which is in the public domain, on how health services perform. How is the collection of data on health service performance used, and by whom, to improve services? Whose responsibility is it to ensure the quality and integrity of the data? How can the many sources of data be used to provide an integrated view on our health services? What is the role of academia in monitoring and improving health services?

The creation of Independent bodies to investigate and manage complaints as well as the publication of performance data means the information on the safety and quality of our health services is accessible to many more people than ever before. Has this had an impact on the performance of the health services?

Abstract submission

Online submission is the only method of receipt of abstracts. Please visit www.sapmea.asn.au/forumsqhc2010. All general abstract requirements and instructions for the submission can be viewed online. If you experience technical difficulties with the online submission process please email your query to aholliss@sapmea.asn.au or call 08 8274 6050. Only abstracts submitted using the allocated template will be accepted.

Confirmation of receipt of abstracts

Immediately following successful submission, you will receive a confirmation of receipt on your computer screen, including a submission reference number and confirmation of your personal password. These details should be used if you wish to edit your abstract up to and no later than the submission deadline of Monday 15 March 2010. No changes will be possible after this date.

Acceptance notification

The main contact person for the presentation will be informed via email as to the outcome of the assessment process six weeks after the closure of abstract submission.

Audiovisual equipment

Computer projection will be available for presentations. Speakers will be required to bring to the forum their own USB's or disks containing the full presentation.