

University of Notre Dame Australia ResearchOnline@ND

Theses

2008

The influence of health inquiries on clinical governance systems: A case study of the Douglas Inquiry

Heather Gluyas University of Notre Dame Australia

Follow this and additional works at: http://researchonline.nd.edu.au/theses
Part of the Nursing Commons

COMMONWEALTH OF AUSTRALIA Copyright Regulations 1969

WARNING

The material in this communication may be subject to copyright under the Act. Any further copying or communication of this material by you may be the subject of copyright protection under the Act.

Do not remove this notice.

Publication Details

Gluyas, H. (2008). The influence of health inquiries on clinical governance systems: A case study of the Douglas Inquiry (Doctor of Nursing (ND)). University of Notre Dame Australia. http://researchonline.nd.edu.au/theses/30

This dissertation/thesis is brought to you by ResearchOnline@ND. It has been accepted for inclusion in Theses by an authorized administrator of ResearchOnline@ND. For more information, please contact researchonline@nd.edu.au.



18 Heron Place South Yunderup 6208

2nd August 2008

sent with chequi

Freedom of Information Officer King Edward Memorial Hospital Perth

Dear Sir/ Madam.

I am a Doctoral student studying at the University of Notre Dame. My area of study is clinical governance with the topic of my thesis examining the outcome of the Douglas Inquiry as perceived by external stakeholders. As part of my studies I am seeking the following information:

- A copy of the audit/s of patients' notes looking at 22-24 weeker parent involvement in care and decision-making.
- A copy of the brochure for the perinatal loss service.
- Information about the "grief pack" as identified in the clinical guideline "Death- assisting parents with death and dying"
- Is there a regular review of the complaints/ compliments report? If so, by whom and how often? Is there any follow up in terms of actions and outcomes?
- Are there regular communication workshops for staff? If so, who attends and do they have to repeat the workshops after a certain time period?
- Do all new Drs attend an orientation session? If so what is covered in the orientation?
- Has the new consent policy been developed? If so could I have a copy?
- Are there any audits in place for the recommendations I am specifically looking at 5.20.34 to 5.20.49 and 9.4.1 to 9.4.19 and 13.9 and 13.10 and 13.11 and 13.12.

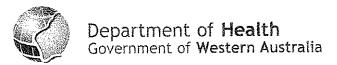
I am applying for release of this documentation under the Freedom of Information Act.

Please find enclosed a cheque for \$30 to cover the application fee.

If you require further clarification I can be contacted on my mobile 0439 916 712

Yours sincerely,

Heather Gluyas



Women and Newborn Health Service

Enquiries to: FOI/Mediation & Legal Support Services King Edward Memorial Hospital P O Box 134 SUBIACO WA 6904

Telephone: (08) 9340 1067/9340 2970

Fax: (08) 9340 1068

ACKNOWLEDGMENT OF FREEDOM OF INFORMATION APPLICATION Freedom of Information Act (1992) WA

FOI Number: 090043

14 August 2008

Ms Heather Gluyas 18 Heron Place SOUTH YUNDERUP PERTH WA 6208

Dear Ms Gluyas,

NON-PERSONAL INFORMATION REQUEST KING EDWARD HOSPITAL

Thank you for your Freedom of Information application received by our office on 6 August 2008 seeking various non-personal information held by King Edward Memorial Hospital.

Your request to access this information will be processed by 20 September 2008 (within 45 days of receipt).

If you have any further questions about your request please contact me.

Yours sincerely.

Bronwen Wareing

FOI Officer

Mediation & Legal Support Services



Enquirie men and Newborn Health Service FCI/Mediation & Legal Support Services King Edward Memorial Hospital P O Box 134 SUBIACO WA 6904

Telephone: (08) 9340 1067/9340 1492

Fax: (08) 9340 1068

ACKNOWLEDGMENT OF FREEDOM OF INFORMATION APPLICATION (under Freedom of Information Act 1992)

FOI Number: 080027

12 September 2007

Ms Heather Gluyas 18 Heron Place SOUTH YUNDERUP WA 6208

Dear Madam

Thank you for your Freedom of Information application received by our office on 6 September 2007 seeking copies of specific documents regarding the outcome of the Douglas inquiry.

Your application to access the requested documentation will be processed as soon as possible, and in any case by 23 October 2007 (that is within 45 days of the date of receipt)

We acknowledge receipt of your \$30 cheque and a paid tax invoice shall be forwarded to you when your application is finalised.

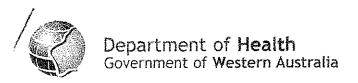
If you have any queries please do not hesitate to contact me.

Yours sincerely,

Ms Joy Smith

A/FOI Co-Ordinator

Mediation & Legal Support Services



Women and Newborn Health Service

Enquiries to: FOI/Mediation & Legal Support Services King Edward Memorial Hospital P O Box 134

SUBIACO WA 6904

Telephone: (08) 9340 1067/9340 2970

Fax: (08) 9340 1068

ACCESS TO DOCUMENTS GRANTED Freedom of Information Act (1992) WA ('the Act')

FOI Number: 090043

19 September 2008

Ms Heather Gluyas 18 Heron Place SOUTH YUNDERUP PERTH WA 6208

Dear Ms Gluyas,

NON-PERSONAL INFORMATION REQUEST KING EDWARD HOSPITAL

l am pleased to advise that your Freedom of Information application has been finalised.

As we discussed via telephone on 27 August 2008 a number of the questions raised in your request are quite broad (the questions regarding training and review of complaints for example). As I indicated during this discussion, the broad nature of these questions has made it difficult to provide you with comprehensive information without substantially diverting the workload of staff members. I have however consulted with a number of staff members in a variety of departments in an effort to address all aspects of your request as thoroughly as possible.

I have set out the answers to your questions below.

Audits of patients' notes looking at 22-24 week parent involvement in care and decision-making

A senior staff member in Safety and Quality provided the following information in relation to this aspect of your request.

It is assumed that your question refers to Recommendation 5.20.27 – Care planning for labour, birth and neonatal care of potential pre-term babies. The last audit for that recommendation was conducted in 2006. The Douglas Inquiry Audit Committee agreed in 2006 that this audit was not to be reaudited as 100% of the issues raised by this enquiry were addressed and achieved.

Current consent policies

King Edward Memorial Hospital 374 Bagot Road Subiaco WA 6008 PO Box 134 Subiaco WA 6904

Telephone: (08) 9340 2222 Facsimile: (08) 9388 1740

www.wnhs.health.wa.gov.au

A copy of the current 'Consent to Treatment/Surgery/Intervention Policy' (Policy No. 82) is attached. This policy was last reviewed and updated in July 2008.

Audits in place for recommendations 5.20.34-5.20.49, 9.4.1-9.4.19, 13.9, 13.10, 13.11 and 13.12

Please refer to the table below for the audit status of these recommendations.

Recommendation Number	Comments	Audits conducted following formation of Douglas Inquiry Audit Committee
5.20.34		August 2004
		August 2005
		November 2006
		November 2007
5.20.36	Audited under	
	5.20.34 (above)	
5.20.49	Not for audit by DI	
	Audit Committee	
9.4.1	Audited under 9.4.4	April 2005
9.4.19		November 2005
13.9 1	Recurrent audit	May 2005
		December 2005
		June 2006
13 9.2	Not for audit by DI	
	Audit Committee	
13.10.1		June 2005
13.10.2		June 2005
		February 2006
13 10 3	Not for audit by DI	
	Audit Committee	
13 10 4		June 2005
		February 2006
13.11 1		August 2005,
		April 2006
13 11.2		August 2005
13.12.1	Not for audit by DI	
	Audit Committee	
10.10.0	Nice and the PN	
13 12 2	Not for audit by DI	
	Audit Committee	
13.12.3	Not for audit by DI	
	Audit Committee	

Perinatal loss service brochure

Please find attached a copy of this brochure.

Information regarding the 'Grief Pack' as identified in the clinical guideline 'Death – Assisting Parents with Death and Dying'

Please find enclosed a King Edward Grief Package

Procedures in place for the review of complaints and compliments, attendance at meetings, follow up, actions and outcomes

The customer service unit has provided the following information regarding this inquiry

Both compliments and complaints are recorded and reported on. There are a number of reports conducted throughout the year which report on and require review of compliments and complaints. One area of the hospital is responsible for collecting this data, conducting reviews of the information and providing/drafting data to be included in reports.

The Medical Advisory Committee reviews both the compliments and complaints received by each department within the hospital each year. Both the actions and outcomes of the complaints are reviewed during this process.

The number of departments involved, and the variety of reviews being conducted makes it difficult to collect more specific information about this question without staff being diverted from their normal administrative duties.

Communication workshops for staff, attendance and the repeating of sessions

The collating of this information is made difficult by the fact that a number of different bodies conduct staff training workshops in a number of areas at the hospital including post-graduate; corporate and nursing and midwifery. I have however provided an outline below of what sorts of information sessions each of these three departments run independently.

1. Corporate sessions

There are no specific courses which purely deal with communication skills. There are however many courses which touch on, or have some element of communication skills included. Some examples include:

- · assertive communication skills;
- generic orientation sessions where staff members are talked to about Customer Service and other communication techniques;
- 'good grief' a set of courses that deal with grief and how to deal with people experiencing it;
- 'makaton' a course which deals with the use of signing to communicate with those who have speech problems;
- performance management skills sessions to help staff set goals, communicate with other staff members and discuss performance issues;
- · job application and interview skills sessions;
- workplace aggression and violence sessions which deal with assertive communication techniques; and
- workshops run by the disability services commission which deal with communication with those who have disabilities.

2. Nursing and Midwifery sessions

Sessions run through the department which trains Nurses and Midwives cover a diverse range of topics, many of which include aspects of communication. These sessions are typically to aid staff members in communicating with their colleagues and increasing their practical skills base, however aspects of these sessions may be directed to patient communication skills.

Please find attached the following brochures from the Department of Nursing and Midwifery which touch on aspects of communication: 'Orientation', 'Preceptorship' and 'You, the law and professional practice'.

The following website has a full list of all sessions run by DNMAR: http://www.kemh.health.wa.gov.au/services/dnamer/kemh.htm, including those listed above, which you may find useful.

3. Postgraduate sessions

There are no specific sessions run by this hospital department which deal specifically with communication. However, staff members are invited to attend sessions run by The Royal Australia and New Zealand College of Obstetricians and Gynaecologists which touch on communication as well as practical skills.

Please find attached a brochure detailing the content of an up-coming communication skills session to be run in Perth on 23 October 2008.

Please visit the following website for further information about this session: http://www.ranzcog.edu.au/trainees/communication-skills-workshop.shtml

New Doctors, attendance at orientation sessions and their content

All residents get a two day orientation which is quite comprehensive. Please find attached a de-identified program from July 2008.

Registrars receive departmental orientation and 'on the job' orientation when they are doubled up as a supernumerary while they settle in.

I hope this material successfully answers the issues raised in your application.

Please find attached 9 pages of requested documents and find enclosed the King Edward 'Grief Pack'.

If you have any further questions, please contact me on 9340 1067.

Yours sincerely.

Bronwen Wareing

A/FOI Co-ordinator

Mediation & Legal Support Services

PRINCESS MARGARET AND KING EDWARD HOSPITALS