

Health Care

Quality & Safety MADE EASY

A Study Day to Inform All Nurses About Their Duty Of Care

**Your Study Day Facilitator is
Mandy Geary**

Mandy is an experienced senior nurse manager with a strong commitment to maintaining high standards of professional and clinical practice as an integral part of achieving the best outcome for the patient/client. Mandy is an experienced and effective educator with a particular knowledge of quality and safety issues.

Study Day For Nurses

Thursday, 22nd May 2008

Aims and Objectives

The aim of this study day is to offer nurses an opportunity to learn about key issues relating to quality care provision and work place safety.

At the completion of this study day participants should be able to:

- Describe key characteristics of continuous quality improvement and clinical risk management.
- Explain the role of health workers, care recipients and organisations in delivering safe, quality care.
- Recognise key organisational systems involved in maintaining safe care environments.
- List key agencies providing accreditation services and the benefits of accreditation for organisations, staff and clients.
- Describe common barriers to improving quality and safety in workplaces.
- Set personal goals to support on-going involvement in improvement and safety processes.

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ences**

Attendance at one of these study days earns you

5.25 CNE Points

as part of the Royal College of Nursing, Australia Lifelong Learning Program.

This educational event has been endorsed by APEC No. 04083036 as authorised by Royal College of Nursing, Australia according to approved criteria. The College recommends that nurses should aim to achieve 30 CNE points per year.



Venue

**Nurses Memorial Centre,
Suite 11, 431 St Kilda Road,
Melbourne, Victoria.**

An electronic copy of this program can be found on-line at
www.ausmed.com.au



8.30 Registration and Refreshments on Arrival

9.00 Life Long Learning *Royal College of Nursing, Australia*

9.10 **Understanding the Relationships Between High Quality Care and Safety in the Workplace**

- * Exploring past lessons in the provision of high quality care
- * What has been learned in forming current expectations of quality and safety standards?

10.00 **Key Characteristics of Quality and Risk Management**

- * A look at the essential characteristics of quality improvement and risk management in a health care context.

10.30 Morning Tea and Coffee

11.00 **'Grass Roots' —The Nurses Role in Providing Safe, Quality Care**

- * How to include high quality and safe practice in your day-to-day work ?
- * Discussion of your role and the practical realities of delivering safe, quality care.

11.45 **Thinking About 'Safe Systems'**

- * Safe systems – how should the systems you use work for you?
- * Explore how to minimise clinical risk and support a safe environment.

12.30 Lunch Break

1.30 **Accreditation Systems**

- * What are they and what do they have to do with the work you do and the people you care for?

2.15 **Quality Improvement Concerns**

- * What are the barriers you experience when you think something needs improvement?
- * Where do all the good ideas go?
- * Exploration of some strategies for 'getting things happening' in your workplace.

3.15 Afternoon Tea and Coffee

3.45 **Goal Setting**

Overview of day – goal setting for improving your commitment to continuous, quality improvement and minimising clinical risk for staff and patients.

4.15 Close of Program and Evaluations.



Quality and Safety MADE EASY—Melbourne

Registration for Thursday, 22nd May 2008.

Name: Position:

Workplace:

Address: Postcode.....

Telephone Fax:

Email:@.....

Do we have your permission to email information about our educational products? Yes _____ No _____

To Register

Venue:

Nurses Memorial Centre,
Suite 11, 431 St Kilda Road,
Melbourne, Victoria.
We recommend you use public transport to this venue.

Refunds and cancellation:

A standard handling charge of 10% is deducted from the registration fee upon written notification of cancellation. We regret no refund can be offered if notification occurs less than **two weeks** prior to the event.

To Register:

Fastest registration occurs online.

- **Online:** www.ausmed.com.au
- **Post :** Ausmed Conferences,
PO Box 4086,
Melbourne University,
Parkville, Vic 3052.
- **Fax :** (03) 9375 7299
- **Tel:** (03) 9375 7311
- **Email:** ausmed@ausmed.com.au

To obtain a Tax Invoice prior to paying simply register online and click the invoice option. Registration includes lunch, refreshments and education notes.

Please register ___ person(s) for **\$200 plus \$20 GST = \$220.** Enclosed is a cheque or money order. Credit card (Mastercard or Visa). **Please add \$5 if paying by credit card to pay for bank costs.** My credit card number is:

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Please print name on card

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