



QUALITY MATTERS

An NQMC update: June 2019

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NQMC Projects

Amendments to Decision Tool

As reported in the January edition of Quality Matters, the NQMC agreed at its August 2018 meeting that:

- The Decision Tool be amended to calculate outcomes based on performance against all NAS Measures.
- The NQMC to establish a Decision Log which clearly identifies the reasons underpinning diversions from the Decision Tool outcome.

These changes require minor (non-material) amendments to the National Accreditation Handbook and the BSA004 Data Report Form and BSA101 Survey Report Form.

These changes are currently being finalised following input from Program Managers. The updated forms and documents will be made available in mid July.

Forms Improvement Project – Live Trial

The NQMC is delighted that three Services have agreed to participate in the live trial of the

Performance Report. Participants are currently completing the first stage of the Performance Report with the support of the NQMC Secretariat in preparation for their surveys.

The Performance Report seeks to improve efficiency in the accreditation system by replacing an existing six accreditation forms with one cumulative online reporting facility.

National Performance Benchmarking Program

At its May 2019 meeting the NQMC considered options for the future implementation of the National Performance Benchmarking Program, including the establishment of a National Quality Improvement Forum (NQIF). The NQIF is intended to bring together key participants in the benchmarking program to discuss performance and facilitate networking opportunities.

The NQMC is currently considering structural and funding options for the establishment of the NQIF.

BSA National Surveyor

New National Surveyor

The inaugural National Surveyor, Ms Judy Dahlke, has stepped down after almost 4 years in the role. The NQMC thanks Ms Dahlke for the tremendous work she undertook to operationalise the role of the National Surveyor. The strength of her work has been validated by the recent evaluation of the National Surveyor role. This evaluation concluded that the adoption of the role has been a positive step towards increasing the independence, standardisation and sophistication of the national accreditation system. The National Surveyor role has brought the program on par with other national accreditation systems.

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Following a comprehensive recruitment process, the NQMC has appointed Ms Joan Burns as the new National Surveyor.

Ms Burns has a solid accreditation background, having previously been a Program Manager for the National Bi-College Regional Training Provider (RTP) Accreditation Program. She also has significant experience in a health setting, having been Director Education and Research at RANZCR and Program Manager for the National Divisions Diabetes Program, amongst other roles.

The National Surveyor contact details are:

- Email: national.surveyor@stenning.com.au
- Phone: 0409 883 255

Survey Quality Improvement Plan

The National Surveyor has undertaken significant work to continue the implementation of the NQMC approved Survey Quality Improvement Plan (QIP), including;

- Revising the Survey Team Appointments Protocol.
- Revising the Remote Survey Management Protocol.
- Developing a new Survey Scheduling and Itinerary Preparation Protocol.
- Developing a proposal for select qualitative protocols to be part of the self-assessment process that BSA Services would undertake alongside their applications for accreditation.
- Revising surveyor role descriptions.
- Developing a proposal for a structured feedback mechanism to Surveyors and Data Assessors post-survey/Data Governance and Management Assessment.
- Developing a conceptual framework to support a review of the Data Governance and Management Assessment processes.

Non-target Cohort NAS Measures Update

The AIHW released the updated Data Dictionary on 26 April 2019, meaning the new

and revised NAS Measures for non-target cohort NAS Measures are now in effect.

To allow for modifications to BreastScreen Service/SCU systems to support the changes, the non-target cohort NAS must be implemented by the 26 April 2020.

Service/SCUs can now submit data for the new and revised NAS Measures to the NQMC. Accordingly, new forms are in the process of being finalised by the NQMC Secretariat.

Cancer Australia Position Statement – FNA and Core Biopsy

The NQMC has provided feedback to Cancer Australia on its *Draft Position Statement on the Use of Fine Needle Aspiration and Core Biopsy of the Breast in the BreastScreen Australia Program*. This project was established by SCoS as a result of concerns regarding the use of FNA raised by the NQMC.

NQMC Membership Update

Ms Cynthia Leal has been appointed as the new NQMC Jurisdictional Appointed Member Proxy by the Australian Department of Health, replacing the outgoing Ms Jane Burden.

Ms Leal is a Senior Business/Operations Manager at BreastScreen WA, and has over 15 years' experience within the WA Service and WA Health.

Quality Improvement Initiatives

This section highlights quality improvement initiatives identified by the NQMC as part of their accreditation assessments.

BSA Bendigo Service Quality Improvement Summary

In 2018 the BSA Bendigo Service introduced a 'Standard of the Month', whereby a poster was displayed for the relevant NAS Standard for that month. On the poster, the objectives of the Standard are highlighted, with the relevant NAS Measures listed and the ways in which the service complies with the measures.

Additionally, The Bendigo Service has undertaken a series of quality improvement

initiatives to improve Service performance including:

- Developing several brochures that provide women with important information that assists them to make decisions about their breast health.
- Phoning women who travel long distances (>100km) on the Friday (instead of Monday) before Thursday clinic. This allows time for women to arrange travel and work commitments, and has resulted in a significant reduction in the number of women choosing to defer their assessment appointment.
- Increasing staffing resources for the Assessment Clinic to allow for fluctuations in clinic sizes, enabling a larger number of women to be assessed each week.
- Reviewing all the re-read cases in a consensus meeting (4-5 radiologists in attendance each week). Not only does this reduce recall rates, but provides ongoing education to all readers.
- Having a designated radiographer conduct quarterly site visits to satellite screening sites. Radiographers regularly review daily work with the designated radiographer, and a monthly newsletter is distributed with important information for staff.

Accreditation System Issues

All BreastScreen Australia stakeholders are reminded that there are two methods for reporting issues and suggestions for improvement within the accreditation system.

Accreditation System

Any general issues relating to the accreditation system should be provided to your Program Manager for consideration and referral to the Commonwealth Department of Health. Reported issues and suggestions are captured on the **Accreditation System Implementation Log**, a living document maintained by the Department.

Accreditation Documentation

Additionally, the NQMC Secretariat maintains a **Document Improvement Register** which captures proposed amendments, updates and

corrections to the BSA accreditation system documentation.

Any issues or suggestions for the Document Improvement Register should be submitted to the Secretariat for consideration by the NQMC. Please contact the Secretariat at nqmc.sec@stenning.com.au.

Up-to-date Forms reminder

The NQMC Secretariat frequently receives reports of issues with the BSA accreditation forms that are resolved by simply ensuring that the Service/SCU is using the current version of the form.

Services and SCUs are reminded that all BSA documents and forms are available in their latest version on the Cancer Screening website. The most failsafe method to ensure you are using the correct version is to always download the required form each time it is needed, rather than refer to older saved copies. Forms should be downloaded and saved, then opened and completed using Adobe Reader or Adobe Acrobat.

Surveyor and Data Assessor Remuneration

The following links provide information on remuneration for NQMC Surveyors and Data Assessors:

- [Remuneration Tribunal \(Official Travel\) Determination 2018](#)
- [Remuneration Tribunal \(Remuneration and Allowances for Holders of Part-time Public Office\) Determination 2018](#)

BreastScreen Australia Research and other activities

A summary of [current BreastScreen Australia research and other projects](#) managed by the Commonwealth Department of Health is available on the Cancer Screening website. This summary is updated periodically.