

Sharing Lessons Learned

MHAOD Quality Assurance Committee, Communique #1

Welcome to the first Communique from the Mental Health Alcohol and Other Drugs Quality Assurance Committee (MHAOD QAC). These Communiques will be published periodically to share important Quality and Safety information and to provide a platform to share relevant safety lessons.

In this first Communique we will outline the principles that we are using to shape our work and communication. We welcome feedback and ideas for future communiques via mhaodqac@health.qld.gov.au. We look forward to continuing to work together in the pursuit of continued improvement in quality and safety of our services.

How we learn from incidents

The MHAOD QAC is gathering clinical incident data from across Queensland to identify and promote key lessons in care delivery. It emphasizes the importance of a restorative just culture in doing this.

Sharing lessons learned across the state is a challenging but vitally important process. We believe that statewide oversight of lessons will highlight trends in care that are not apparent at the local level.

The MHAOD QAC is developing a two-way flow of information, where health services will be able to highlight local lessons that have applicability for across the state.

Supporting services to develop a learning culture

Our aim is to support health services to develop a learning culture by providing high quality and relevant feedback opportunities, flowing from a state level to the frontline. You can expect that communication from us will relate to various levels of organisations – practitioners, teams, services and systems – and cover the full range of structural, relational and procedural improvement opportunities.

One challenge faced by health services in delivering a learning culture is achieving a balance between an independent review of an incident, and one that has meaningful involvement of the treating clinicians or team. The MHOAD QAC will support services to achieve meaningful involvement of clinicians within review and feedback processes by developing and promoting specific 'restorative just culture' practices.

A careful, collaborative approach

While sharing lessons across the state is vital, it is not without risks. We will work collaboratively and carefully with health services to reduce any risk to families, clinicians or services who may still be

impacted by trauma, before undertaking any statewide communication, consistent with principles of a restorative just culture.

Supporting services to improve review processes

A well-designed and led review process can provide just as much value as the findings it makes. Learning can happen in 'real-time' when the review team has the right people and engages in the right communication. To support health services in achieving this, the MHAOD QAC is leading the Learning from Incidents Initiative. This self-assessment, completed by health services at the end of each incident analysis, can guide services to reflect on a variety of quality aspects of the incident review and the strength of recommendations. Data from across the state is being fed back to participating services.

The MHAOD QAC is exploring further work to support services to achieve stronger and higher quality recommendations resulting from the examination of adverse events.

Learning from success

Finally, in addition to learning from adverse incidents, we must consider how we learn from examples of positive outcomes, which can tell us more about why things usually go right in our complex systems. This is about understanding how staff flexibly adapt and match the conditions of work and complexity.

The MHAOD QAC looks forward to communicating with health services across Queensland, in our shared role of improving the quality and safety of service provision to enhance the care of consumers with mental health, alcohol and other drug problems.

Dr John Reilly Chair, Mental Health Alcohol and Other Drugs Quality Assurance Committee

and Chief Psychiatrist, Mental Health Alcohol and Other Drugs Branch, Clinical Excellence Queensland

Email: MHAODQAC@health.qld.gov.au

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