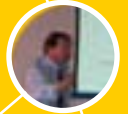


ACHSE NETWORKER



AUSTRALIAN COLLEGE OF HEALTH SERVICE EXECUTIVES

ACHSE Networker

DECEMBER 2009

Welcome to our December edition of the ACHSE Networker. The ACHSE Networker is the official College electronic newsletter which is sent to members on a monthly basis.

Features this month include:

- From the President
- Fellowship Program 2010
- Finance and Audit Committee - Expressions of Interest
- Supporting the Aged Care Industry
- Accreditation of Tertiary Management Courses
- ACHSE 2010 National Congress
- International Healthcare Study Tour - Expressions of Interest
- Exchange Program - Expressions of Interest
- Rural Health Special Interest Group

ACHSE Corporate Office Christmas/New Year Closure

The Corporate Office will close at midday on 24 December 2009 and will re-open on Monday 4 January 2010.

Any urgent messages during this time can be left on our answering machine that will be checked intermittently.

From the Federal President

A Snapshot of the President's Diary

16 November 2009 - Canberra, for the Rural Health Alliance Council Dinner. Gordon Stacey, Country Health Western Australia, has provided ACHSE with good representation as the ACHSE delegate on the National Rural Health Alliance Council. Gordon and I attended the Council dinner which was an excellent opportunity to further enhance the ACHSE profile and credentials to support the efforts of Rural Health Professionals in the delivery of health care to rural and remote communities. The National Rural Health Alliance under the leadership of Dr Jenny May, President, and Mr Gordon Gregory, Executive Director, are to be congratulated on their considered advocacy for both rural health professionals and rural and remote communities for appropriate access to healthcare services.



18 November 2009 - Sydney, ACHSE Corporate Office to finalise the web page re-development project with the preferred tenderer along with John Rasa, Sue Thomson and Alison McCann. This was a very productive and professional meeting and I am confident that by working closely with the successful tenderer - Bluearc (subsequently approved by the ACHSE Board), ACHSE will deliver a contemporary and user friendly web site for members. The live launch date is mid February 2010.

At 4pm I chaired a meeting of the ACHSE Board by teleconference from the ACHSE corporate office.

19 November 2009 - Adelaide, I attended the South Australian Branch end of year event. Professor Chris Baggoley, CEO of the Australian Commission on Safety and Quality in Healthcare (ACSQHC) delivered an entertaining and informative presentation on ACSQHC initiatives. During the evening I had much pleasure in presenting Dr John Blandford, an esteemed College member and ACHSE Gold Medallist, with his Life Membership Award.

20 November 2009 - Brisbane, participated in the Queensland Branch strategic planning day. This was a very constructive and engaging day, with thoughtful and positive dialogue and discussion. It was refreshing to hear the challenging comments and observations of the young, up and coming Queensland health managers present. I feel sure the group present witnessed another step in the journey toward health system leadership roles for these very impressive young health managers.

I noted and parked for further follow up, the call for balanced ACHSE advocacy. The two strategies that drew my close attention were:

1. A renewal of the relationship ACHSE has with Universities; and
2. The need for continuing research of the health management student demographic and the health managers demographic and the need to act on that research to recruit and retain ACHSE members.

Queensland Branch President, Paul Monaghan, State Director Mike Knowles and Administration Officer Deborah O'Brien are to be congratulated on ensuring that the day was a success.

23/24 November 2009 - Darwin, Sue Thomson and I took the opportunity to assist the Northern Territory Branch in regaining traction with ACHSE activities. A very successful workshop was held as part of the ACHSE/HESTA Workshop, part of the National Professional Development Roadshow, followed by a dinner. The Northern Territory Branch President, Robyn Cahill, will work closely with Sue Thomson to revitalise the Branch.

Thanks are extended to College Member Julie Hornibrook for her efforts in ensuring a good roll-up of delegates present to make the workshop a success. Sue and I came away very impressed at the manner in which the participants engaged with Philip and contributed to the discussion.

25 -26 November 2009 - Sydney , morning meeting with a Human Resource Consultant to discuss a brief for the recruitment of the vacant ACHSE CEO position. In the afternoon I attended the New South Wales Branch Council Meeting. Again, this was a constructive meeting with pragmatic positions taken following constructive debate and discussion.

I was also heartened by an innovative membership recruitment and retention strategy implemented by the Branch.

In the evening I attended the NSW Branch Christmas function, a delightful event professionally organised by the Branch Secretariat, Christine Callaghan (State Director), Genevieve Tilleard, Audrey Panetta, Sue Brockway and Michelle Collyer.

On the following day I participated in the Finance & Audit Committee, State Directors/Managers Operations Meeting and the 2010 Congress Organising Committee.

8-10 December 2009 - Sydney Corporate Office

8 December 2009 - Corporate Secretariat team meeting to finalise an action plan for ongoing and outstanding tasks followed by a Corporate Office and NSW Secretariat Christmas luncheon.

9 December 2009 - Meeting with recommended accounting services provider to discuss the finer details of their proposal and how it can be put into operation.

This was followed by a Webinar meeting to discuss the layout of the new web page - a prototype has been prepared by Bleuarc which has been evaluated.

ACHSE Board Meeting via teleconference.

10 December 2009 - Assist in the development of a project plan to host two Thai Health Executive study tours to Sydney and Melbourne

Participate in the Rural Health Managers teleconference

Assist Sue Thomson with follow up actions from the ACHSE Board Meeting

A busy but very rewarding diary!

Christmas Wishes

Another year is rapidly coming to a close. Like me, you are probably wondering where the year has gone. I take the opportunity to wish all members and their families a happy, restful and satisfying Christmas and New Year. Enjoy.



All the very best.

Kind regards

A handwritten signature in black ink that reads "Robert Grima".

Robert Grima FCHSE
Federal President



A chance to catch up with ACHSE NSW and Corporate Office staff over xmas lunch.

Fellowship Program 2010



2009 Fellows

Fellowship is the highest level of membership within the College and demonstrates an ongoing commitment to excellence in health service management. Fellowship is a significant professional achievement and should be the aim of all College members.

Applications are now invited for candidates to undertake Fellowship for 2010.

To find out more about Fellowship -

<http://www.achse.org.au/ebulletin/Networker/nov09/091030-fellowship-flyer.pdf>

The Fellowship Handbook has been updated -

<http://www.achse.org.au/Fellowship%20Manual%202010%20DRAFT.pdf>

To apply for Fellowship - <http://www.achse.org.au/fellows.html>.

If you require further information please contact the College Office on 02 9878-5088 or your Branch Coordinator listed on the proceeding page.

State/Territory	Contact	Email Address
New South Wales:	Tina Magennis	tmagennis@chcs.com.au
ACT:	Ellen O'Keeffe	home@okeeffe.com.au
South Australia/NT:	Len Payne	lpayne@sabaptist.asn.au
Western Australia:	Catherine McKinley	Catherine.mckinley@peelhc.com.au
Queensland:	Gwenda Freeman	gfreeman@redcross.org.au
Victoria:	John Anderson	john.anderson@wghg.com.au
Tasmania:	Anne-Marie Stranger	anne-marie.stranger@dhhs.tas.gov.au
New Zealand:	Jenni Coles or Bruce Parkes	jcoles@middlemore.co.nz or bruce.parkes@gmail.com
Hong Kong:	Dr MY Cheng	chengmy@ha.org.hk

Fellowship Applications should be with Corporate Office by 18 December 2009

ACHS Executive Masterclass Program 2010 (2 day program)

Theme: Change, Culture and Innovation : Making a better decade for patients and staff

Key Dates:

Sydney: 1-2 March 2010

Melbourne: 4-5 March 2010

Adelaide: 11-12 March 2010

Website: <http://www.achs.org.au/ExecMasterclass2010/>

Contact:

Joy Brumby, ACHS Education Manager

The Australian Council on Healthcare Standards (ACHS)

5 Macarthur Street

ULTIMO NSW 2007

Phone: 02 9281 9955

Fax: 02 9211 9633

Email: educate@achs.org.au

Website: www.achs.org.au

ACHSE FINANCE AND AUDIT COMMITTEE - EXPRESSIONS OF INTEREST

Expressions of interest are invited from interested College members in joining the ACHSE Finance and Audit Committee.

This is a Sub-Committee of the Board of Directors. The Committee oversees ACHSE financial processes and procedures, financial accounts, cash flows, statutory reporting requirements and annual budgets and provides strategic financial advice to the Board.

College members with the appropriate skill set and experience in finance, accounting and audit are encouraged to apply.

EOIs can be emailed to Alison McCann in Corporate Office at accounts@achse.org.au

Applications close on 31 December 2009.

Supporting the Aged Care Industry

The Aged and Community Services Australia (ACSA) annual Awards for Excellence, were presented in Perth during the 2009 ACSA National Conference. The Awards were presented at a dinner sponsored by HESTA Super Fund.

This year was the 18th year of the Awards and are the industry recognition of dedication and innovation in providing services to older Australians and younger Australians with a disability.

As in past years, ACHSE sponsored the "Training Innovation Award" which was won by Amalia Araujo, Hostel Supervisor, Noel Miller Centre, mecwacare, Gen Iris, Victoria. Amalia migrated from East Timor in 1982 and is well liked by residents and colleagues for her compassion, professionalism, proactive enthusiasm and empathy. Amalia has continually displayed hope, encouragement and passion in caring for the elderly.



ACHSE Training Innovation
Award Winner Amalia Araujo

Other finalists included Neomie Dickerson, Health Training Centre, Nedlands, WA and Marlene Pearce, Crowley, Ballina, NSW.

The College is proud to support the aged care industry in this way, and is pleased to see so many people taking up membership from this sector.



ACSA Award Winners with Karen Tighe (MC)

Accreditation of Tertiary Management Courses

An important role of ACHSE is accreditation of tertiary health management courses. Recently La Trobe University was awarded accreditation and re-accreditation of the following courses:

- Postgraduate Diploma in Health Services Management and Master of Health Administration
- Master of Health Sciences (Health Administration)
- Graduate Certificate in Health Services Management (as a valid entry portal to membership of ACHSE).

Congratulations to LaTrobe on this achievement and especially the ACHSE Accreditation Panel of Simon Brewin, Greg Allen, David Webb, Gary Day and Anne-Marie Stranger for their conscientious and professional efforts in the rigorous process.

ACHSE 2010 National Congress

The Australian College of Health Service Executives (the college) is delighted to announce that following the success of the partnership arrangement with the Centre for Health Assets Australasia (CHAA) at this year's National Congress on the Gold Coast, both organizations have agreed to join forces again for the 2010 event being held:

Dates: 14 - 16 July 2010

Venue: Esplanade Hotel, Fremantle, Western Australia

Theme: Sailing the Tides of Turbulence

Topics dealing with the design elements of health service facilities give dialogues a valuable depth and breadth. Delegates will benefit from a more holistic approach to health service management, especially its interaction with the physical environment where much of its core work occurs.



More importantly, this forum will bring together different professional groups - health managers and designers/architects/planners - who were able to learn from each other by comparing respective roles and responsibilities.

Sponsorship and Trade Exhibition Opportunities for the Congress are now open.

[Click here](#) to see the opportunities available to you and your organisation.

Hurry, Exhibition spaces are filling quickly...

International Health Care Study Tour Expressions of Interest 13 - 21 July 2010 - Perth, Adelaide & Sydney, Australia



- **Looking for inspiration & innovation in managing health services?**
- **Interested in how your international peers are managing health reform and service improvement, particularly the patient experience?**
- **Do you recognize the value of reflection time away from your busy day to day jobs?**

Then you might want to join us for an international programme to be held **13-21 July 2010** in Australia.

The **Australian College of Health Service Executives (ACHSE)** has partnered with colleagues at the **Canadian College of Health Service Executives (CCHSE)** and the **UK's Institute of Healthcare Management (IHM)** to provide you with this unique opportunity to be part of an international cohort of health leaders.

The proposed programme will include site visits and meetings with key and influential health leaders in Perth, Adelaide and Sydney and participation in the ACHSE National Annual Congress (14-16 July) in Fremantle, Western Australia. The congress programme is further enhanced by the partnership arrangement with the Centre for Health Assets Australasia which adds an interesting and valuable dimension to health management discussions in relation to health facility designs and strategic planning.

For more information or to register your interest, please [click here](#).

EXPRESSIONS OF INTEREST - EXCHANGE PROGRAM - AUSTRALIA AND UNITED KINGDOM

Expressions of interest are being sought from College members with a health finance background who may be interested in an exchange program to the United Kingdom.

At this stage we are interested in people and organisations with a view to either hosting or taking part in this exchange and for potential employment opportunities on a longer term basis.

If you are interested, please email Sue Thomson nationalpd@achse.org.au or call 02 9878 5088.

RURAL HEALTH SPECIAL INTEREST GROUP

The ACHSE Rural Health Special Interest Group is meeting on a regular basis and we are keen to hear from any members with a rural/remote focus who may wish to join this stimulating discussion.

In addition to regular teleconference link-ups the Special Interest Group will be holding a half-day workshop on Wednesday 14 July 2010 in Fremantle, just prior to the ACHSE National Congress. If you would like to join the Group please email Sue Thomson nationalpd@achse.org.au

Invitation to comment on the draft National Safety and Quality Healthcare Standards



The Australian Commission on Safety and Quality in Health Care (the Commission) released last week a consultation document on the first set of draft National Safety and Quality Healthcare Standards (NSQH Standards).

In April 2008, following extensive consultation by the Commission, Australian Health Ministers endorsed the future model for safety and quality accreditation proposed by the Commission. Ministers also noted the Commission was to undertake the first phase of implementation. On 13 November 2009, Ministers noted that the Commission will be undertaking a national consultation on the initial set of draft NSQH Standards and associated aspects of the new model.

Initial work on the model has included developing a preliminary set of NSQH Standards and the detailed planning for national coordination of accreditation, involving a national body for this purpose.

The preliminary set of NSQH Standards addresses the following areas:

- Governance for Safety and Quality in Health Service Organisations
- Healthcare Associated Infection
- Medication Safety
- Patient Identification and Procedure Matching, and
- Clinical Handover

The draft Standards are being developed as the nationally agreed safety and quality standards for use by all jurisdictions and health care organisations. Health service organisations that pose a high risk of harm to patients, such as hospitals and day procedure centres must be accredited against the NSQH Standards under the model proposed for national coordination. Health service organisations with a lower risk of patient harm should utilise the NSQH Standards as part of their internal quality assurance mechanisms.

It is intended that the final set of the Standards will be sufficiently comprehensive to assess all key aspects of safety and quality in health care and will provide a guide to health service organisations of the level of care expected to be provided to improve overall patient care in Australia.

The Commission is consulting broadly with stakeholders on the draft NSQH Standards before piloting and final consideration by Health Ministers in 2010.

Written submissions are being accepted by post, fax or email and should be received by close of business on 29 January 2010 to be considered in the consultation process.

For further information, please visit the Accreditation program page (under 'Our work') at www.safetyandquality.gov.au or contact the Commission on (02) 9263 3633.

Membership Update

We are constantly updating our membership database. If any of your details have changed please use your member log in to change them on line.

If you have forgotten your log in and would prefer to send an email, contact membership@achse.org.au

It is important that we have all the correct information so that you don't miss a thing!



Special New Rates at Harbourview Hotel for ACHSE Members

17 Blue Street, North Sydney, NSW 2060

ACHSE has secured 2010 corporate rates at the Harbourview Hotel providing a more cost effective option than booking through wotif.com

Rates as follows:

\$185 per room per night, room only

\$200 per room per night, including a full buffet breakfast for one adult

The above rates include GST and are valid to 30 December 2010. Rates are subject to availability and are not valid over New Years Eve 2009 or 2010.



NORTH SYDNEY
harbourviewhotel

New courses in health services planning at UTS

UTS will offer new health services planning courses from 2010.

The UTS Centre for Health Services Management has developed three courses in health services planning, in close consultation with the NSW and Queensland Departments of Health.

Students of the new courses will become proficient in identifying health needs and issues, developing goals and strategies, setting priorities and managing change.

The courses are designed for people working in planning roles as well as those aspiring to such positions. They cater for both clinicians and professionals from non-clinical backgrounds.

- **Master of Health Services Management in Planning**
3 years part-time or 1.5 years full-time
- **Graduate Diploma in Health Services Planning**
2 years part-time
- **Graduate Certificate in Health Services Planning**
1 year part-time

For further information, view the media release or visit the UTS Centre for Health Services Management website

Member Benefits Program

Discover your benefits through Member Advantage

Get the most out of your membership and access an extensive range of discounted products and services available to you through Member Advantage.

ACHSE member's benefits include:

HCF – Health Insurance

Receive 5% off the premiums for new HCF products.

AMP - Home Loans

Enjoy significant interest rate discounts and fee waivers, members could save thousands and years off their mortgage.

Europcar - Car Hire Discounts

Corporate car hire package including lower rates through Europcar all year round and a reduced insurance cost.

AFM - Car Purchasing

A complete car buying service including fleet prices on new cars.

Member Advantage Insurance Services

Competitive rates and advice.

Qantas Club Airline Lounge

Exclusive corporate rates for memberships.

Virgin Blue – The Lounge

Corporate rates for airline lounge memberships

To view your full list of services visit www.member-advantage.com/achse
or call **1300 853 352** for further assistance.



For every service used, Member Advantage will make a small contribution to the ACHSE, which will help us support College initiatives and to further enhance our member services.

National Sponsors

Blake Dawson are long term sponsors of the Australian College of Health Service Executives. To find out more information on the services offered by Blake Dawson, please click here www.blakedawson.com

Spotless is a new national sponsor to the College this year. Spotless provides innovative and tailored solutions across key service offerings- facilities and asset management, food, cleaning, laundry and retailer services.

www.spotless.com

Ernst & Young is a global leader in assurance, tax, transaction and advisory services. Ernst and Young help to improve regulatory regimes and company reporting models by promoting transparency in financial reporting and good corporate governance.

www.ey.com

Microsoft Australia is a new national sponsor to this College. They are committed to delivering both the secure, reliable platform and the innovative solutions that will improve the quality, accessibility and efficiency of healthcare for all Australians.

www.microsoft.com/australia/health/

Blake Dawson



Microsoft®

Corporate Subscribers

The college would like to acknowledge the following organisations who have joined our Corporate subscriber category. If you would like more information on becoming a Corporate subscriber, please contact the College Office on 02 9878-5088 or e-mail achse@achse.org.au

- **Southland District Health Board - NZ**
- **Australian Council Health Care Standards**
- **HESTA**
- **National Rural Health Alliance Inc.**
- **Finlaysons Lawyers**
- **Strategy Solutions**
- **Smith & Nephew Pty Ltd**
- **Department of Human Services (VIC) Primary Health Branch, Rural and Regional Health and Aged Care Services Division**

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