

BREASTSCREEN WA QUALITY IMPROVEMENT COMMITTEE

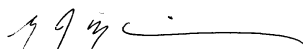
ANNUAL REPORT TO THE PUBLIC FOR 2011
ON
QUALITY IMPROVEMENT ACTIVITIES UNDERTAKEN OR OVERSEEN
BY
BREASTSCREEN WA QUALITY IMPROVEMENT COMMITTEE - WNHS

**Please send completed reports to:
Director, Office of Safety and Quality in Healthcare
Department of Health
PO Box 8172 Perth Business Centre
Western Australia 6849**

If you require any further information, or have any queries, please contact the Office of Safety and Quality in Healthcare on 9222 4080.

Please note: The information you provide in this form must not identify, directly or by implication, any individual health care provider or receiver.

Contact details of person providing the report:

Name: DR ELIZABETH WYLIE
Position: MEDICAL DIRECTOR
Tel: 9323 6701
Email: liz.wylie@health.wa.gov.au
Signature: 
Date: 30th June 2012

The *Health Services (Quality Improvement) Act 1994* provides for the approval and protection of quality improvement committees reviewing, assessing and monitoring the quality of health services and for related purposes. Section 9 of the *Health Services (Quality Improvement) Regulations 1995* each committee is to make a report available to the public at least once in each period of 12 months.

The following fulfils the requirements of the committee under section 9 of the *Health Services (Quality Improvement) Regulations 1995*.

Attach a copy of the committee's Terms of Reference

Report on issues, projects and/or activities undertaken by the Committee for which Qualified Privilege was required

Issue/project/activity

Description	Action	Outcomes
Review of interval cancers	Ongoing audit of individual cases. Development of needs-based clinical training. Open communication with individuals involved.	Detailed performance feedback mechanisms to individual clinicians results in improved radiology reporting. Continuous improvement of image reading quality.
Ongoing individual case review	Follow-up of relevant cases as considered appropriate by the Committee. Development of clinical training courses recognised by relevant professional colleges and national bodies to meet information needs and skills gap in relation to breast cancer management.	Improvement of clinical practices through regular review of clinical or surgical management. Presentation of findings at multidisciplinary educational meetings where appropriate (see Appendix). Provision of breast cancer management courses for GPs (RACGP recognised), Indigenous Health Workers and other health professionals.

Description	Action	Outcomes
Feedback from consumers and stakeholders	<p>Feedback from the GP Advisory Group and the Consumer Reference Group provided input into the development of new resources and media advertising.</p> <p>Evidence based data assists in the strategic provision of services including facilities and equipment.</p> <p>Feedback forms available at all clinics and feedback surveys are monitored for areas of client dissatisfaction, or praise. Specific targeted surveys are designed to highlight areas of service activity and are used to improve performance. A client satisfaction survey, addressing both screening and assessment services, was conducted in 2011.</p>	<p>Development of tailored staff training, professional education and system review initiatives.</p> <p>New resources for special groups such as ATSI or CALD women are developed and distributed in the community and to the clinics to promote equity of access to all eligible women.</p> <p>The most recent client satisfaction survey indicated high levels of satisfaction with the services provided.</p>
Informing consumers and clients	<p>As a result of the interval cancer review process and in the spirit of open disclosure, BreastScreen WA writes to clients with an interval cancer to acknowledge their cancer. An offer to discuss the case and/or meet with the client is extended from the Program in each letter.</p> <p>Appropriate information relevant to breast cancer and its detection, including national Program policy statements, are available to consumers and clients.</p>	<p>Clients with an interval cancer are assured that all interval cancer cases are reviewed to improve the quality of the Program.</p> <p>The Medical Director has made presentations at national multidisciplinary meetings on the principle of open disclosure in interval cancer cases in a screening program, to advise other services of this initiative and of the positive feedback BSWA has received.</p> <p>Clinical updates, national policies on various topics and service data reports are available on the BreastScreen WA website.</p>
Monitor compliance with National Accreditation Standards	<p>Audit of cases or review of policies and circumstances where the Service may not comply. Regular external reviews are designed to ensure the Service meets national Program standards.</p> <p>Close monitoring of participation and timeliness performance standards have led to agreements to open two new services in 2012/13 to build capacity and improve waiting times for service.</p>	<p>Implementation of updated policies and procedures as relevant.</p> <p>In 2011 the service was again awarded 4 years accreditation with national Program.</p> <p>A temporary screening clinic opened in Bunbury in March 2011 to replace the mobile service to that town. In early 2013 there will be a new screening and assessment centre on the South West Health Campus in Bunbury. A new screening clinic will open in the David Jones store in Hay St Perth in late 2012.</p>

Description	Action	Outcomes
Implementation of new technology	<p>Introduction of digital mammography in 2009, with rollout across all clinics to be completed by August 2012.</p> <p>Associated infrastructure development, such as image storage capacity and digital reading workstations, will enable efficient image file transfers and clinical decision making.</p> <p>Monitor outcomes associated with digital mammography such as cancer detection rates, recall rates and productivity.</p>	<p>Improved image quality and productivity and safety in health care and service provision.</p> <p>Improved clinical and administrative practices.</p> <p>Contribute to the body of knowledge surrounding new technologies, not only within the service but across the BreastScreen Australia program.</p>
Monitor BSWA Quality Improvement Plan	<p>More structured implementation and evaluation of quality improvement activities.</p> <p>Ongoing critical evaluation of current practices.</p> <p>Develop and regularly update service strategic plans which build in QI activities.</p>	<p>Regular reporting on service wide quality improvement activities submitted to the Committee.</p> <p>Regular quality improvement activities encourage a culture of continuous improvement across all disciplines and levels of the organisation.</p>



MULTIDISCIPLINARY MEETINGS 2011

Meetings commence at 6.00pm and rotate between RPH and SCGH monthly.
RPH: Monday, Radiology Seminar Room, Radiology Department.
SCGH: Wednesday, John Glancy Seminar Room, 1st Floor G Block.

Monday 21 February – RPH	Screen Detected Fibroadenoma at open diagnostic biopsy Dr Ravinder Dillon
Tuesday 8 March SJOG	Modern Classification of Breast Cancer: Prognosis and Prediction” Prof Ian Ellis
Monday 28 March – RPH	Radioisotope localisation of occult breast lesions, a radiologist’s perspective Dr Donna Taylor Fibroepithelial lesions Dr Bonnie Chu
Monday 18 April – RPH	Epithelial Mesenchymal Plasticity and metastases” Surgical Management of ILC and LCIS diagnosed by core biopsy” Winthrop Prof Christobel Saunders School of Surgery, QEII Medical Centre
Monday 16 May – RPH	Mammographically detected and stereo core biopsied masses which were ultrasonically occult/ stellate opacities and calcified masses. Dr Deepika Gunawardena
Monday 20 June – RPH	Solitary Intraduct Papillomas in a Screening Program Dr Rebecca McNearnie Pathology of Solitary Papillomas Dr Cecily Metcalf
Monday 18 July RPH	Biology of Lobular Carcinoma and Lobular Neoplasia Professor Sunil Lakhani
Monday 15 August SJOG WACOG	Life after Cancer Assoc Prof Erica James
Monday 19 Sept RPH	The Place of Local Breast Cancer Surgery in Metastatic Disease Dr Jose Cid
Wednesday 26 Oct SCGH	ROLL – A Surgeon’s Perspective Dr Yeo Allen ROLL – Practical Workshop Dr Anita Bourke
Wednesday – 23 November SCGH	Oncoplastic Surgery, an Update Mr Richard Martin