

Mental Health Quality and Safety Forum

Presented by the Chief Psychiatrist

When things go wrong – How do services respond to serious incidents?

Friday 17 November 2017
 9.30am – 1.00pm
 State Library of Victoria – Experimedia room
 Address: 328 Swanston Street. Melbourne

The Mental Health Quality and Safety Forums will be a series of events that address key quality and safety issues for Victorian Government funded mental health services. The inaugural forum focuses on clinical governance in mental health services, “When things go wrong - How do services respond to serious incidents?”

The forum is targeted to CEOs, Clinical Directors, Operational Managers, Senior executive leaders in mental health services. Quality and safety roles are also welcomed. As a State-wide initiative, registration is limited to a maximum of 5 places per service. Second round offers will be advertised if any places are available after the closing date.

There is no cost to attend. To request registration, complete the registration form and return it to ocp@dhhs.vic.gov.au by Thursday 8 November 2017.

Event facilitator: Sue Kelsall

Registration: from 9am

Program

	Description	Person	Time
1.	Welcome & introductions	Neil Coventry Victoria's Chief Psychiatrist	9.30 am
2.	Case study Understanding the impact the process used to report serious incidents has on organisations	Associate Professor Alex Cockram	9.50 am
3.	Debate Do the current processes for investigating an incident minimise harm? A number of experts in the field will explore the many perspectives, considerations and outcomes around reporting incidents	<ul style="list-style-type: none"> Sandra Keppich-Arnold - Associate Director Alfred Hospital Peter Burnett - Director Clinical Governance NWMH Lynne Coulson Barr – Mental Health Complaints Commissioner Sean Jespersen - Director of Medical Services, Hepburn Health Service 	10.10 am
4.	Consumers' response to the debate Reflections	<ul style="list-style-type: none"> Keir Saltmarsh - Mental Health Complaints Commission - Consumer Adviser Indigo Daya - Office of the Chief Psychiatrist - Consumer Adviser 	10.35 am
5.	Morning tea		10.45 am
6.	Game changers Discuss potential game changing ideas to reduce harm and strengthen the therapeutic environment	Group activity	11.00 am
7.	Panel Report back and workshop-wide discussions with panel members	<ul style="list-style-type: none"> Neil Coventry Alex Cockram Sandra Keppich-Arnold Peter Burnett Lynne Coulson Barr Sean Jespersen 	12.00 pm
8.	Conclusion Summary of key discussions, themes and possible actions	Neil Coventry Victoria's Chief Psychiatrist	12.50pm
9.	Close		1.00pm

Online streaming is available for this event – refer to details on Registration form.