



HSLA Newsletter

September 2009

Health Services Liaison Association Inc

Level 30, 570 Bourke Street
Melbourne
Vic. 3000

ABN 11 066 654 742

President's Report

Welcome to the 3rd edition of our newsletter for 2009.

The HSLA committee have been beavering away and we are very pleased with our activities for the year to date.

Many of you will have attended our recent workshop on ***Managing the Angry, Difficult or Intimidating Complainant***. Dr Grant Lester was completely entertaining and engaging, whilst still giving us much wisdom and practical everyday suggestions to implement at work. You will find a more detailed description of the presentation later in this newsletter. The slightly later start of 10.30am allowed our rural friends time to travel to Melbourne to take advantage of this professional development opportunity. We even had participants from the Hunter Valley in NSW, which was fabulous!

Our next event is a presentation by our Health Services Commissioner, Beth Wilson, on **'Informed Consent – What part of 'informed' do you not understand?'** There will be a musical performance by **Beth and the Disinfectors**, wine and cheese, and all this at no cost!! The date to put in your diary is Thursday 22nd October at 4.30pm. RSVP is essential – details in this newsletter.

We are also planning a training workshop to be held in Ararat early in 2010 – so stay tuned. If you have any requests – either for training or workshops on a particular issue or in your area, we would welcome your suggestions.

The committee have been working on a new look website as our old one became dysfunctional. All our newsletters will be available on the website, as well as relevant links and other information. We also hope to make it more interactive. The new website is only a couple of weeks away from completion

Another initiative to increase our profile is a new brochure describing the HSLA and our activities. These were distributed at our recent workshop and hopefully will make it easier for people to join as a member or make contact with the committee.

As always, we welcome your feedback (we are all well practiced at this) and hope you will share with us any ideas you have for future activities of the HSLA.

Warm regards

Caroline Rose
HSLA President



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HSLA Committee Membership-2009

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- Jan Phillips
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Victorian Health Services Commissioner
during an afternoon of wine, cheese and chat

Beth will discuss the latest on
'Informed Consent'
What part of 'informed' do you not understand!

On Thursday 22nd October 2009

Where	Office of the Health Services Commissioner Level 30 570 Bourke Street Melbourne
Time	4.30 pm - 6.00 pm
Cost	It's free
Why	For an opportunity to meet with colleagues and hear Beth speak in her own inimitable way, and to listen to Beth and the DISINFECTORS sing their Infection Control Song

RSVP

Caroline Rose
caroline.rose@thewomens.org.au



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On 6th August Dr Grant Lester, Consultant Forensic Psychiatrist conducted a workshop on behalf of the HSLA regarding

MANAGING THE ANGRY THE DIFFICULT OR INTIMIDATING COMPLAINT

Dr Lester's presentation was not only filled with extremely helpful information in handling the 2% of difficult complainants that become aggressive, threatening and keep coming back. He presented in a very entertaining manner, which had us all glued to our seats.

The clients Dr Lester comes across in his work as a Forensic Psychiatrist are those who have actually committed a crime, and the point he strongly made was that these people had either threatened to harm or kill and, in fact, had harmed and sometimes killed not the people who had caused the grievance, but the person who managed the grievance.

He said that there is a group of people who spend their whole life in pursuit of a complaint or grievance – their complaints cascade in type and target over the years and generally devastate their own lives.

These people are sometimes classified as querulant, vexatious and unreasonable and, although they only form a very small percentage in terms of complainants, the amount of time taken in dealing with them is out of all proportion to the actual complaint. Some of the behaviours are demanding, persistent, uncooperative or behaviourally disturbed. These people have a belief that they are being victimised, unjustly treated, and have a loss of focus and proportionality. They are inflexibly focussed on their grievance but if offered "total" reparation will often extend complaints.

The good news is that he gave us a number of strategies to deal with these complainants, particularly setting up boundaries – maintaining normal complaint management in the face of abnormal behaviour (i.e. not doing anything different or additional), to focus on what you can do in terms of outcome, requesting a brief one page summary of issues (these people often write 30 plus pages), to not tolerate threats or aggression. Important for staff to protect their own emotional and physical health and safety, and to involve others and share the load.

He gave a number of strategies to deal with threatening situations – all very practical and sensible. (In face of anger – sit down/take deep breath/slow voice – flat – person will generally calm down – get out of situation as quickly as possible.)

I can say since the presentation, our office has already started to implement his strategies that recently helped calm one of those very difficult situations.
'Thank-you Dr Lester'.





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FOR YOUR INFORMATION FUTURE WORKSHOPS

Commencing In October And November 2009

ACHS AND ACSQHS HEALTHCARE QUALITY AND SAFETY WORKSHOP SERIES

The Australian Council on Healthcare Standards together with the Australian Commission on Safety and Quality in Health Care is pleased to announce a series of workshops on the topics of Healthcare Quality and Safety.

The 3 key themes are:

'Medication Safety', 'Working with Consumers' and 'Multidisciplinary Teamwork for Safety'.

These workshops will be held in Ballarat, Adelaide, Sydney and the Gold Coast in October and November 2009. For full details, please access our website at:

<http://www.achs.org.au/HealthcareWorkshop/>

OTHER INTERESTING WEBSITES FOR YOUR INFORMATION

Victorian Patient Satisfaction Monitor **Reports**

Available on-line <http://www.health.vic.gov.au>

Dynamics of complaint management in the service organization.

Available on-line <http://www.questia.com/googleScholar>



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PROFILE : Jacqueline Flude

Position:

Consumer Liaison Officer - The Royal Melbourne Hospital, City Campus.

How long have you had this position?

I commenced employment in the role on 18/8/08 so it is coming up to a year - wow it has flown.

How did you get into this line of work?

I have a nursing background and also worked in hospital administration. Whilst I was employed in administration I decided to study for my Masters in Health Management, which will be completed this year. I saw my current position advertised and was keen to have more exposure in what our consumers want from health care systems.

What is your favourite part of the job?

I enjoy the one-on-one and group settings involving patient and family contact. In addition it is great being part of a team that contributes to positive changes that help improve the overall quality of care to our consumers.

What gets under your skin in your job?

Lost property

What would make your job easier or better?

More care with our patient's belongings

How do you relax & look after yourself?

I have three children so relaxing and down time is very important to me. I achieve this by Salsa Dancing and love it. I am also involved in a book club with the mothers from my kid's school I find reading a very important part of relaxation.

What are you exultant about?

My family, and friends catching up for dinner and generally enjoying their company. Another passion travel and intend to take my family to New York for New Year.

Favourite Book?

Kite Runner

How do you deal with stress?

Going for long walks especially on the beach
Relaxing with friends sharing a glass of wine



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