

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

February 2020



CONSUMER ENGAGEMENT

We held our annual Consumer Focus Group meeting in January. Our consumer and carer representatives reviewed a wide range of information to help us evaluate our performance. This included audit and indicator results, strategic plan outcomes, redesign plans for our sterilisation unit, information handouts, the website, signage and patient feedback.

There was a request for brighter lighting in the day surgery waiting room for patient's carers to read by - this lighting is deliberately low as patients have had their pupils dilated for surgery which makes them very sensitive to light. Brighter lighting is available on the ground floor or in the café next door. Suggested improvements to the website are being followed up.

SAFETY AND QUALITY OUTCOMES

Indicator/Audit	Our rate 2019	Benchmark rate
Patient incidents	0.01%	0.06%
Post-operative Infections	0.00%	0.00%
Return to Theatre	0.00%	0.03%
Unplanned Transfers	0.00%	0.01%
Hand Hygiene	94.0%	85.7%

DR ROSS FITZSIMONS

Dr. Fitzsimons is Marsden Eye Specialist's Senior Partner. He is a well-respected surgeon in Sydney, specialising in Strabismus (Squint), Cataract, Refractive (LASIK) and anterior segment surgery. Dr. Fitzsimons is often called upon to present his Strabismus case studies and ideas to other Ophthalmologists at International Conferences. He began refractive surgery in Australia in 1990 with the delivery of the first refractive lasers. Dr. Fitzsimons consults at our Parramatta, Penrith and Castle Hill rooms.



ACCREDITATION AND LICENSING

Our day surgery is licensed with NSW Health. Their last visit was in August 2019 when our quality improvement system was reviewed, with all criteria rated as Compliant.

A requirement of our NSW Health license is that we remain accredited to the National Safety and Quality Health Service Standards. Our next audit is scheduled for 26-27 August 2020. Additions to the latest version of these standards are clinical governance, cognitive impairment, mental state deterioration, health literacy, Aboriginal and Torres Strait Islander health and a greater focus on consumer partnership.