

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

July 2018

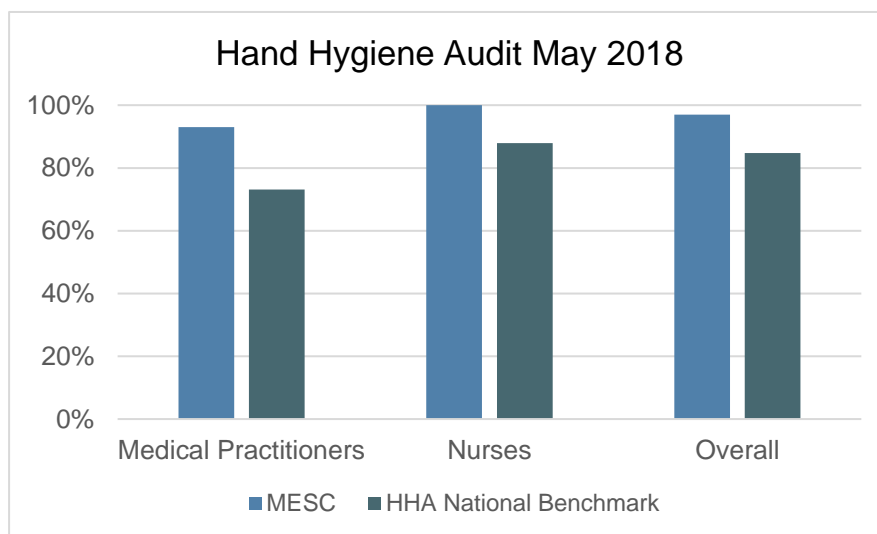


PATIENT DEMOGRAPHIC INFORMATION UPGRADED

We have recently updated our patient management software so that we can capture data on the languages that our patients speak at home, as well as whether they identify as being Aboriginal or Torres Strait Islander. This will help us to identify if our patients have culturally specific needs that we could meet better.

INFECTION PREVENTION AND CONTROL – HAND HYGIENE

In May we audited 204 moments of hand hygiene with the results showing a very high standard being maintained by doctors and nurses. This graph shows our results compared with the National Benchmark rate published by Hand Hygiene Australia (HHA)



PATIENT LENGTH OF STAY AUDIT

We recently audited patient admission times in our day surgery. The average time from booked admission time until entry to theatre was 53 minutes. During this time the Administration, Nursing and Anaesthetic admissions are conducted. The average length of time patients spent in the centre was 3 hours (ranging from 2-4 hours)

STAFF SATISFACTION SURVEY

Staff completed a survey in March. There was 100% satisfaction reported with each of the individual questions. Staff reported their overall satisfaction rate at 89%, (which is in line with 93% in November 2016).

Written comments included very positive feedback about the staff and patients, the flexible work environment, and the helpfulness and approachability of staff.

Suggestions for improvement were related to parking and the lack of space which unfortunately cannot be rectified.