

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

November 2021

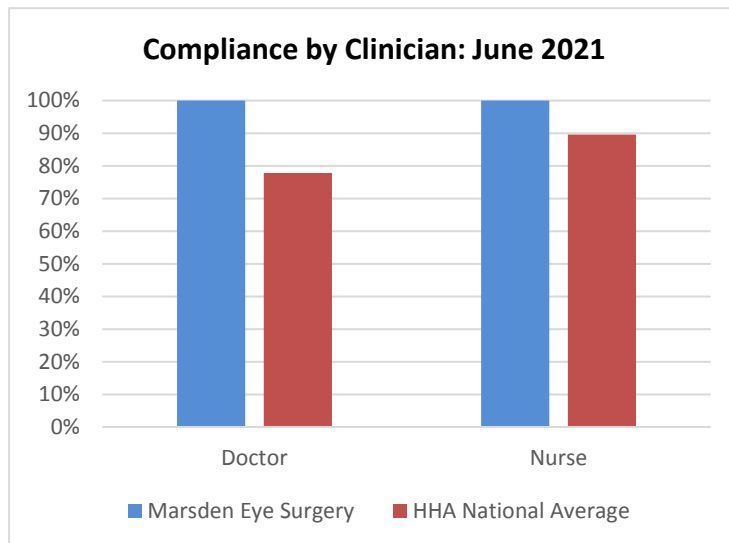


RECENT QUALITY OUTCOMES

Antimicrobial Stewardship – it is a requirement of our accreditation that antibiotics used in the operating theatre comply with the Therapeutic Guidelines for Antibiotics. Careful use of antibiotics is required to reduce the development of multi-resistant bacteria. An audit conducted this month showed 100% compliance.

Medical Record Documentation Audit – 99.8% compliance was achieved at our last audit. This review checks the information documented in patient's records to ensure that they meet regulatory requirements and provide enough detail for continuity of patient care.

HAND HYGIENE AUDITS



Hand hygiene (with antibacterial hand rub or soap and water) is the most effective way to prevent the spread of infection. We audit our doctors and nurses while they provide patient care to ensure they perform hand hygiene as required for patient safety.

ACCREDITATION

Our onsite assessment for accreditation was scheduled for August this year, but delayed due to the Covid outbreak in Sydney.

It is now booked on Monday 13th and Wednesday 15th of December. Two assessors from DNV will be onsite observing patient care and reviewing the outcomes of our safety and quality systems. This is to ensure we are meeting the requirements of the National Safety & Quality Health Service Standards.

For more information on these standards please visit:

<https://www.safetyandquality.gov.au/standards/nsqhs-standards>



CONSUMER FOCUS GROUP

We were very grateful to have six consumer representatives attend our annual Focus Group meeting held in April this year.

They reviewed:

- Information for patients published on the website and in printed handouts
- Post-op refreshments
- Strategic goals
- Audit results (hand hygiene, cleaning, patient identification & clinical handover)
- Patient Satisfaction Surveys

