

CONSUMER SAFETY AND QUALITY NEWSLETTER

December 2019



Newland Street
Specialist Centre

The Sydney Clinic for Gastrointestinal Diseases
The Sydney Clinic for Ocular Diseases & Disorders

INDICATOR RESULTS

We collect a range of indicators to measure our performance that are benchmarked with other day surgeries. Some of our results from the third quarter of 2019 are:

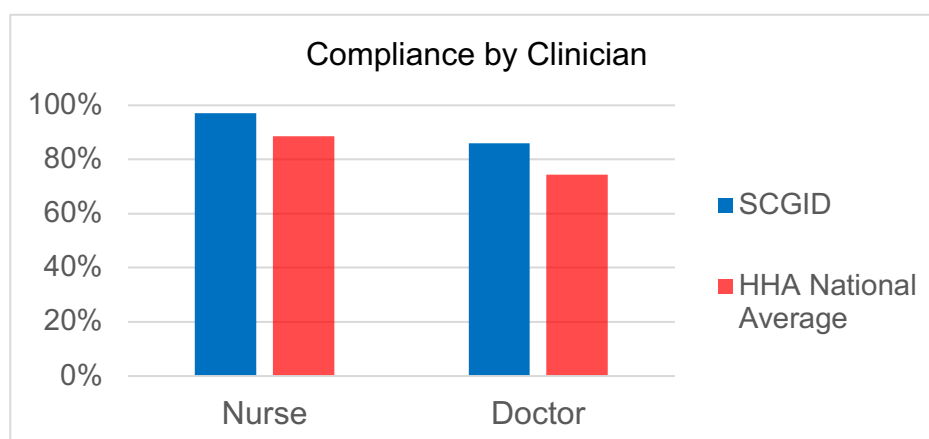
| Indicator | Our Rate | Benchmark Rate |
|-----------------------------|----------|----------------|
| Medication Incidents | 0.0 | 0.03 |
| Clinical Handover Incidents | 0.0 | 0.01 |
| Infection Rate | 0.0 | 0.0 |
| Anaesthetic Complications | 0.0 | 0.04 |

RISK MANAGEMENT PROCESS REVIEW RESULTS 2019

An audit was conducted to measure compliance across the facility for risk management processes. We reviewed Incident, hazard and complaints management, maintenance, education, emergency responses and legislative compliance. We achieved 96% and the benchmark average was 97%.

INFECTION PREVENTION AND CONTROL

Hand Hygiene is the most effective method to prevent the spread of infection. We conduct observation audits of our doctors and nurses three times a year and compare our results to the national results published by Hand Hygiene Australia. If you would like more information on hand hygiene it can be found at www.hha.org.au. These are our most recent results:



CONSUMER FOCUS GROUP MEETING

Five consumers joined our focus group meeting in October 2019 and gave valuable feedback on patient information handouts, audit and indicator results, and our website. This group selected the four indicators which we have published in this newsletter. In general they felt the service & staff are very professional. Other suggestions will be used to improve services to our patients and their carers for example more clearly communicating delays to patients who are waiting for procedures or consults.

If you have suggestions or comments to help us improve please contact our Quality Manager.