

CONSUMER SAFETY AND QUALITY NEWSLETTER

June 2020



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 first quarter of 2020 are:

Indicator	Our Rate	Benchmark Rate
Medication Incidents*	0.12	0.01
Clinical Handover Incidents	0.00	0.01
Infection Rate	0.00	0.00
Anaesthetic Complications	0.00	0.03

NOTE: The medication incident was a possible allergic reaction, with mild symptoms only.

MEDICATION MANAGEMENT AUDIT 2020

An audit was conducted to measure compliance across the facility for medication management safety and compliance with regulatory bodies. Overall compliance was 99% compared to the benchmarking group average of 97%.

INFECTION PREVENTION AND CONTROL

Hand Hygiene is the most effective method to prevent the spread of infection. This has never been more evident than during the Covid-19 pandemic that has taken the world by storm in 2020.

Along with extra training in hand hygiene protocols, the clinic instigated enhanced environmental cleaning in collaboration with our cleaning company and the building management. Staff were educated on environmental cleaning, appropriate use of personal protective equipment, and safety screening processes to reduce the risk of exposure to the Covid-19 virus.

Protective screens and social distancing measures were put in place.

We conducted a hand hygiene observation audit of our doctors and nurses during the pandemic and the result was 100% compliance.

I would like to commend the staff, management and patients on their diligence and commitment to safety during this challenging time.

If you would like more information on hand hygiene or any of the safety and quality initiatives adopted during Covid-19 pandemic you can visit the Australian Commission on Safety and Quality in Health Care website: <https://www.safetyandquality.gov.au>

PATIENT AND CARER EXPERIENCE SURVEY 2020

A survey was conducted to measure patient satisfaction across the facility to evaluate care provided and support continuous service improvement. We sought feedback on the admission and discharge processes as well as care delivery and general feedback. The results were astounding with 100% satisfaction. All the patients who returned the survey said they would recommend the Centre to their family and friends and rated their overall care excellent. This was particularly significant because the survey was conducted during the Covid-19 pandemic.