

CONSUMER SAFETY AND QUALITY NEWSLETTER

March 2021



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 2020 are:

Indicator	Our Rate	Benchmark Rate
Medication Incidents	0.03	0.04
Clinical Handover Incidents	0.00	0.02
Infection Rate	0.00	0.00
Anaesthetic Complications	0.00	0.01

All our results are below the benchmark average.

NEW ANTIMICROBIAL CLINICAL CARE STANDARD

In November 2020 the Australian Commission on Safety and Quality in Health Care released the **Antimicrobial Stewardship Clinical Care Standard**. On the commission website there are useful resources for consumers. <https://www.safetyandquality.gov.au>

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 took the world by storm in 2020 and continues to impact our lives in 2021.

Our audited hand hygiene compliance results continue to outperform the national average which is very comforting for our patients. In November 2020 our compliance rate was 97%, higher than the National Average rate of 88.2%.

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. All of these measures are documented in our Pandemic Management Plan.

We commend the staff, management and patients on their continued diligence and commitment to safety during this challenging time.

BOWEL CANCER: HOW TO REDUCE YOUR RISK

Some excellent guides for reducing the risk of bowel cancer have been published in a user friendly format for consumers. Maintaining a healthy weight, staying active, limiting alcohol intake, limiting red meat and processed meat in your diet, increasing fibre intake, quitting smoking, including dairy and/or calcium supplements in your diet, talking to your GP about aspirin and taking part in the National Bowel Cancer Screening Program are positive ways to reduce your risk of bowel cancer. For more information visit [safetyandquality.gov.au/colonoscopy](https://www.safetyandquality.gov.au/colonoscopy)