

# CONSUMER SAFETY AND QUALITY NEWSLETTER

October 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 on a quarterly and annual basis. Some of our results from Apr-June 2021 are:

Indicator	Our Rate	Benchmark Rate
Medication Incidents	0.00	0.00
Clinical Handover Incidents	0.10	0.12
Infection Rate	0.00	0.00
Anaesthetic Complications	0.00	0.09

## QUALITY OUTCOMES

Risk Management Audit = 99% (Benchmark Rate was 98%)

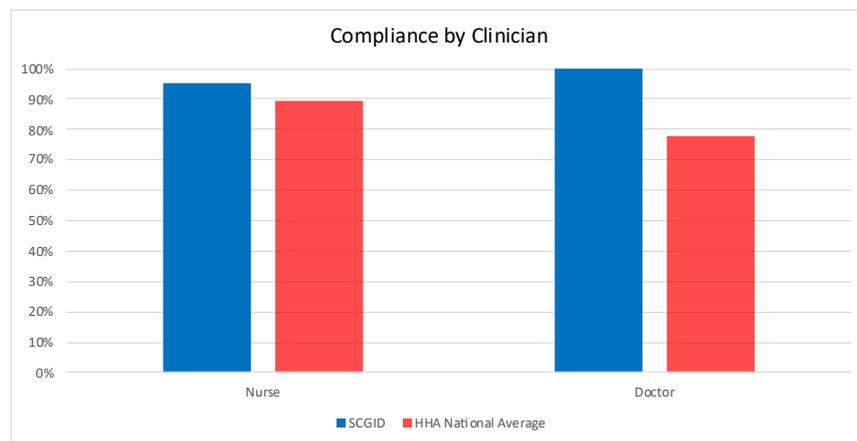
Clinical Processes Audit = 99% (Benchmark Rate was 98%)

Medication Management Audit = 95% (Benchmark Rate was 98%)

Antibiotic Use = 0.88% (audits are conducted to ensure usage complies with Therapeutic Guidelines)

## INFECTION PREVENTION AND CONTROL

One of the most effective ways to prevent the spread of infection is hand hygiene. We conduct audits of our nurses and doctors providing patient care to ensure they are complying with hand hygiene requirements. This graph shows our compliance exceeding the National Benchmark rates in August.



## ACCREDITATION ASSESSMENT OUTCOME – 15 JUNE 2021

Our triennial assessment by the Australian Council on Healthcare Standards (ACHS) was completed in June. No non-conformances were identified and accreditation has been awarded until December 2024. Written comments from the assessors included:

*Sydney Clinic for Gastrointestinal Diseases has strong, effective governance and a robust quality improvement systems and plan, that is strictly adhered to by the team. The assessors witnessed a culture of safety and quality throughout the processes from patient admission to discharge.*

*A very collaborative approach by all members of the healthcare team was evident, to ensure the patients have a comprehensive and individualised plan of care. The Sydney Clinic for Gastrointestinal Diseases achieved a met rating in all actions and therefore there is no requirement for a follow up assessment.*