



Standard 1: Governance for Safety and Quality in Health service.

Darwin Day Surgery has regularly revised governance systems that maintain and improve the reliability and quality of patient care as well as improve patient outcomes.

Management Review Committee.

Darwin Day Surgery has a formal Management Review Committee which is deemed our highest level of governance. Any issues arising at the day surgery are brought forth at these meetings. Quality objectives are set by the committee annually and reviewed and reassessed at every meeting to ensure an ongoing commitment to quality care.

Medical Advisory Committee.

Darwin Day Surgery has a formal Medical Advisory Committee, with representatives from Surgeons, Anaesthetists and Nursing staff. The committee has the ability to seek opinions from other specialist and consumers as required. The committee addresses compliance to standards and excellence in patient care.

Clinical Indicators.

Clinical indicators are measures of elements of clinical care which may, when assessed over time, provide a method of assessing the quality and safety of care. Darwin Day Surgery collect a number of clinical indicators that can be benchmarked against published data. These include:

- Failure to arrive.
- Unplanned overnight admission/patient transfer.
- Cancellation after arrival.
- Medication error/adverse drug reaction.
- Unplanned return to operating theatre.
- Hospital acquired infection.
- Patient falls/pressure injuries.



Standard 2: Partnering with Consumers.

Darwin Day Surgery aims to create a health service that is responsive to patient, carer and consumer needs. Darwin Day Surgery supports active participation by consumers in the improvement of patient experiences and patient health outcomes and for continuous quality improvement.

All patients are given the opportunity to provide feedback, formally and informally. This feedback is treated with the utmost confidentiality and may be provided anonymously. Your opinion is important to us so when you receive a survey we encourage you to fill it in. Since 2012 there have been a number of changes made as a result of patient feedback, these include:

- Changes to patient's pre and post op information.
- Decreased waiting times.
- Improved parking/lighting.
- More reading material for men.
- Correcting our position on Google maps.
- More choices for gluten free patients.

All feedback is de-identified and tabled at both our Management Review Committee meetings and our Medical Advisory Committee meetings.

If you are interested in participating please contact our General Manager, Mardi Ascione, who will be very happy to discuss any questions or concerns you may have with our safety and quality. She can be contacted by:

Phone: 08 89202899.

Email: mardi@darwindaysurgery.com.au



Standard 3: Preventing and Controlling Health Care Associated Infections.

Darwin Day Surgery has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, these include: *Australian/New Zealand Standard for Reprocessing of Reusable Medical Devices in Health Service Organisations (AS/NZS 4187: 2014)* and the *Australian Commission of Safety and Quality in Healthcare (ACSQHC) National Safety and Quality Health Service Standards*.

Darwin Day Surgery is committed to the Hand Hygiene Australia program and conducts staff observation and facility audits 3 times a year, witnessing 100 moments of hand hygiene at each audit. Hand Hygiene Australia benchmark hand hygiene compliance at 86.4%. Darwin Day Surgery **compliance** for 2016 was **94%** for all three audits and for 2017 **92%**, **93%** and **94%** well above the national average.

Darwin Day Surgery has an Antimicrobial Stewardship policy in place to ensure the safe and appropriate use of antibiotics. This complies with the *Therapeutic Guidelines: Antibiotics. Version 15, 2014*.

Since opening this facility in 2012 Darwin Day Surgery has had only 11 post-operative infections.



Standard 4: Medication Safety.

Darwin Day Surgery has governance systems in place to reduce or eliminate the occurrence of medication incidents and improve the safety and quality of medicine use. All staff at Darwin Day Surgery are required to pass annual medication competencies and attend ongoing in service education. Audits are carried out annually to ensure compliance with the safe

handling, storage and distribution of medications. Since opening this facility in 2012 there have been **no medication errors**.

Standard 5: Patient Identification and Procedure Matching.

Darwin Day Surgery has governance systems in place to ensure the correct identification of patients and correct matching of patients with their intended surgery. There have been **no patient identification or procedure matching errors** since opening this facility in 2012.



Standard 6: Clinical Handover.

Darwin Day Surgery implements systems for effective and structured clinical handover ensuring safe, continual and confidential patient care. Clinical handover extends to include the consumer and ensures relevant information is passed on from staff to patients and their carers. Darwin Day Surgery has had **no issues identified with clinical handover** since opening in 2012.



Standard 7: Blood and Blood Products.

Darwin Day Surgery implements systems to ensure that the patients who receive blood or blood products do so appropriately and safely. Our facility follows the guidelines set out by The Australian Red Cross Blood Service for safe storage and distribution of blood products. Since opening this facility in 2012 there have been **no issues related to the use of blood or blood products**.



Standard 8: Preventing and Managing Pressure Injuries.

Darwin Day Surgery has implemented evidence based systems to prevent patients from developing pressure injuries and effectively manage a pressure injury should it occur. Since opening this facility in 2012 there has been **no incidence of pressure injury** to any patient.



Standard 9: Recognising and Responding to Clinical Deterioration.

Darwin Day Surgery has governance and clinical systems in place to recognise and respond promptly to clinical deterioration of any patient under our care. Parameters have been set to indicate when the care of a patient must be escalated to require immediate attention from medical staff. Nursing and medical staff meet every 6 months to discuss parameters and any patient episodes. Since opening this facility in 2012 Darwin Day Surgery has



successfully treated and transferred 10 patients that required a higher level of care to Royal Darwin Hospital. All 10 patients had good outcomes.

Standard 10: Preventing Falls and Harm from Falls.

Darwin Day Surgery has implemented systems to prevent falls and therefore minimising the harm from falls. Through a thorough pre admission screening process patients can be deemed at risk from falling and appropriate measures taken to keep each individual safe. Since opening our facility in 2012 Darwin Day Surgery has had **no falls or harm from falls.**

How can you help us manage Safety and Quality?

We value and respect the opinion of all of our patients and carers. Please feel free to let one of the staff know if you would like to assist with reviewing any of our Safety and Quality Initiatives.

Would you like further information?

Our General Manager, Mardi Ascione will be very happy to discuss any questions or concerns you have with our Safety and Quality initiatives. She can be contacted on:

Phone: 08 89202899.

Email: mardi@darwindaysurgery.com.au.

Meanwhile, we are here to assist you so please do not hesitate to ask for assistance at any time.