



Clinical Governance Standard:

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 but are not limited to:

- 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.



Partnering with Consumers Standard:

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.
- Correcting our position on Google maps.
- More choices for gluten free patients.
- Waiting room chairs replaced.
- Patient gowns were a little see through so have been replaced.
- Privacy screening between waiting room and change rooms.

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 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 79222250.

Email: mardi@darwindaysurgery.com.au



Preventing and Controlling Health Care Associated Infections Standard:

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 (NSQHS) 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 85.3% Darwin Day Surgery **compliance** for 2018 was **92%**, **93%** and **93%**, and **94%** and **89%** and for the audits carried out so far in 2019, all 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 16*.

Since opening this facility in 2012 Darwin Day Surgery has had only 17 post-operative infections.



Medication Safety Standard.

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 practices by staff and patients. 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 has been only **1 medication incident**.



Comprehensive Care Standard.

Darwin Day Surgery has governance systems in place to ensure that any health issues/risks are identified through a comprehensive health screening process. Patients and their carers are involved in all decisions in regard to managing their individual health needs and work with staff to formulate agreed goals to address any health issues. All physical, mental, social and cultural needs are considered when planning a patient's care from pre-admission, through to discharge and follow-up care.



Communicating for Safety Standard.

Darwin Day Surgery implements systems for effective and structured communication between clinicians across the health service organisation and with external organisations that form part of the multidisciplinary healthcare team. This ensures safe, continual and confidential patient care. Communication extends to include the consumer and ensures relevant information is passed on from staff to patients and their carers. There has been 1 incident in 2019 in regard to communicating for safety.



Blood and Blood Products Standard.

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**. Darwin Day Surgery is currently not performing any procedures that require a patient to be receiving blood products.



Recognising and Responding to Acute Deterioration Standard.

Darwin Day Surgery has governance and clinical systems in place to recognise and respond promptly to an acute deterioration in any patient's physical or mental state 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 12 patients** that required a higher level of care to Royal Darwin Hospital. All 12 patients had good outcomes.

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 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 79222250.

Email: mardi@darwindaysurgery.com.au.

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