



Patient Safety and Quality Information

CONSUMERS AND CARERS
ANNUAL REPORT

Alwyn Rehabilitation Hospital



Introduction

At Alwyn Rehabilitation Hospital our staff work with Patients and their families to ensure their safe quality care is provided throughout their stay with us. We encourage our Patients and their families to share their thoughts and suggestions with us utilising our Customer comments cards and scheduled surveys.

All feedback received from patients whether through formal channels or informal channels is collected and shared with all members of our team. Furthermore, all incidents and accidents are reported, reviewed and system improvements made in consultation with staff who are then provided with training to new processes in our quality management system.

Our Hospital commits to the rights listed in the Australian Charter of Healthcare Rights. These are access, safety, respect, partnership, information, privacy and to give feedback. Detailed information on your 'Rights and Responsibilities' as a patient in our hospital can be found in a booklet located by each bedside. It is the sincere hope of all our staff that your needs and rights are at all times attended to and respected.

To enable us to measure our standards of service we monitor our performance against the outcomes achieved by other facilities. We have been able to do so due to adherence to the following:

- In 2013 the Australian Commission on Safety & Quality in Health Care introduced a set of 10 National Standards for both the public and private health care sectors. These standards have been revised with the new standards taking effect from 2019. It is mandatory that these standards be met. This process involves an external independent review.
- NSW Ministry of Health requires mandatory data collection of information regarding your stay. An on-site annual audit is also undertaken by the NSW Ministry of Health to ensure we comply with legislation.
- Alwyn Rehabilitation Hospital is a member of The Private Hospitals Benchmarking Group. Through this group clinical indicators are benchmarked with similar Hospitals.. A clinical indicator is a measure of the clinical management and outcome of care. Clinical indicators are designed to be flags which through the collection and analysis of data can alert possible problems and opportunities for improvement in patient care.
- Health Fund contracts are another mechanism for providing evidence of safe patient outcomes

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- Internal audits are carried out by trained internal auditors and are also used to measure and monitor our policy, procedures and processes.
 - A complaints pathway is described in the Patient Information Booklet provided in each Patient room.
 - **Alwyn Rehabilitation Hospital** takes every precaution to avoid infection. All staff participates in our hand hygiene program which has been developed to ensure all staff are educated in the 5 moments for hand hygiene and current hand hygiene practices. Regular compliance audits are carried out and the results provided to the **Australian Commission on Safety and Quality in Health Care** for comparison to the national rate.
 - A staff immunisation/vaccination program is mandatory for all staff who work at **Alwyn Rehabilitation Hospital**.
 - Staff education is a large component of providing safe patient care. It includes mandatory topics such as:
 1. Fire training
 2. Cardio Pulmonary Resuscitation / Advance Life Support
 3. Manual Handling
 4. Hand Hygiene
 5. Competency training against procedures used to deliver safe care
 6. Patient Centred Care
 7. Clinical Handover
 8. Medication safety
 9. Patient identification
 10. Pressure Injury Prevention
 11. Deterioration of physical and mental state of the patient
 12. Falls Prevention
 13. Emergency training in bomb threats, personal threats, armed hold up and external disaster such as an earthquake
 14. Cultural diversity
 15. Hazardous and non-hazardous chemicals

Standards of Service

Patient Satisfaction

Alwyn Rehabilitation Hospital continually evaluates and improves on our care and service through our Patient satisfaction surveys and customer comments. Patient satisfaction results from 2019 show **99%** of patients rated hospital care and service met or exceeded expectations.

Pressure Injuries

A pressure Injury is a wound or reddened area of skin caused by prolonged pressure on the skin. To prevent a pressure injury whilst in hospital it is important to regularly change position in bed and walk or move around as much as possible.

All Patients are assessed on admission and controls put in place to minimise the risk of this occurring.

Infection Rates

We aim to minimise the risk of infection to Patients, staff and visitors. Infection rates are monitored and reported through the committee framework.

Hand Hygiene

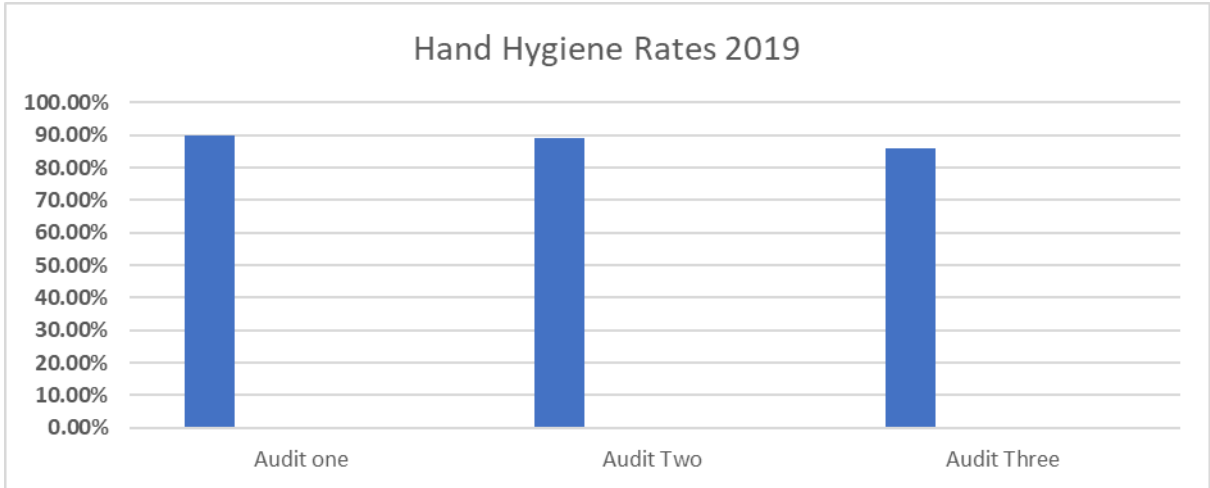
Hand Hygiene is a general term referring to the use of soap and water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter and leave a healthcare facility.

Hand hygiene is the single most important factor in reducing hospital acquired infections. We can unknowingly transmit germs on our hands to others and our environment.

Help prevent the spread of flu and other infections by washing your hands with soap and water or with waterless hand sanitiser provided throughout the hospital in particular:

- Before and after touching a patient/hospital surroundings.
- If you cough or sneeze
- After going to the toilet

Our results at Alwyn Rehabilitation Hospital are on par with the National Benchmark, demonstrating good performance. The higher the rate, the better.



Falls

The risk of falling can greatly increase when admitted to hospital as patients are often in a weakened state, unwell or having new medications.

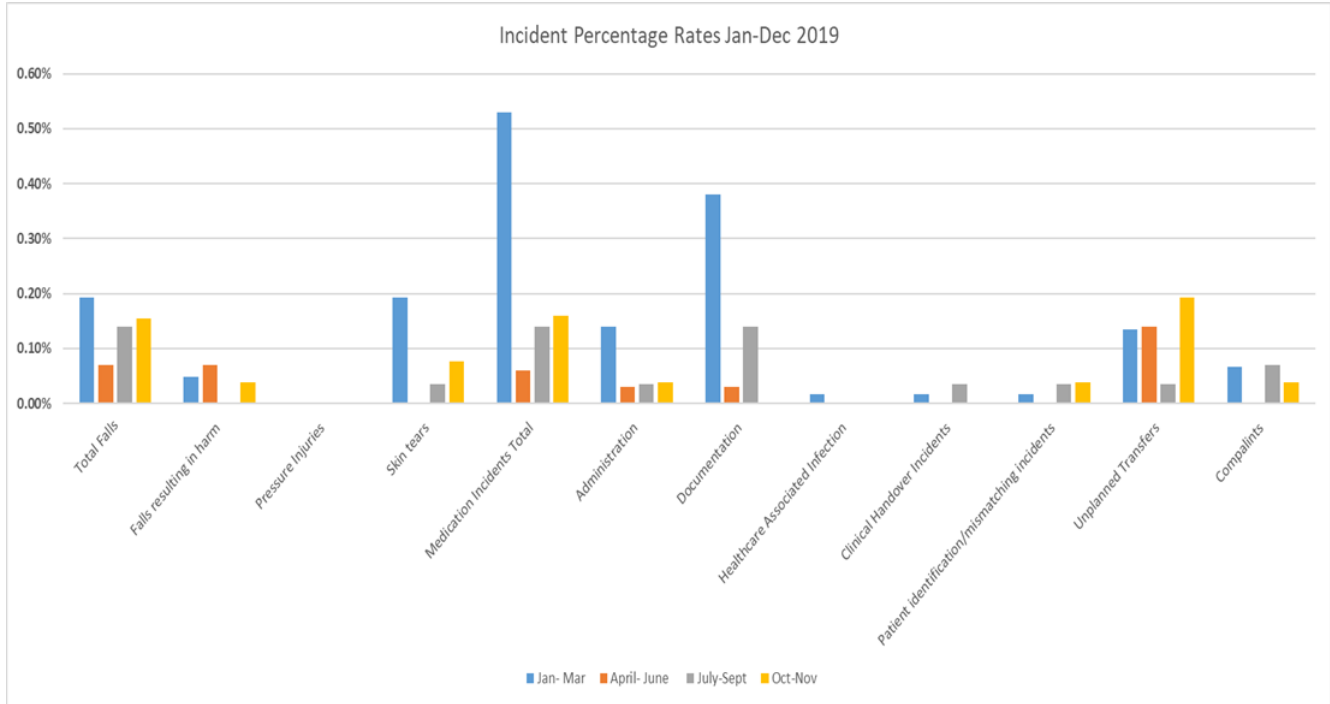
Falls prevention is a priority for us, so we assess all patients on admission to identify those patients who are at risk of falling to then provide you with a range of falls prevention strategies both here in hospital and after you go home.

At Alwyn Rehab Hospital, we document and investigate every fall and take action to reduce the number of falls that occur. A low rate is better.

Medication Safety

Medication safety is paramount at Alwyn Rehab Hospital to reduce the risk of harm to our patients we use the National Inpatient Medication Chart which standardises the documentation on how medicines are prescribed and ordered at the hospital.

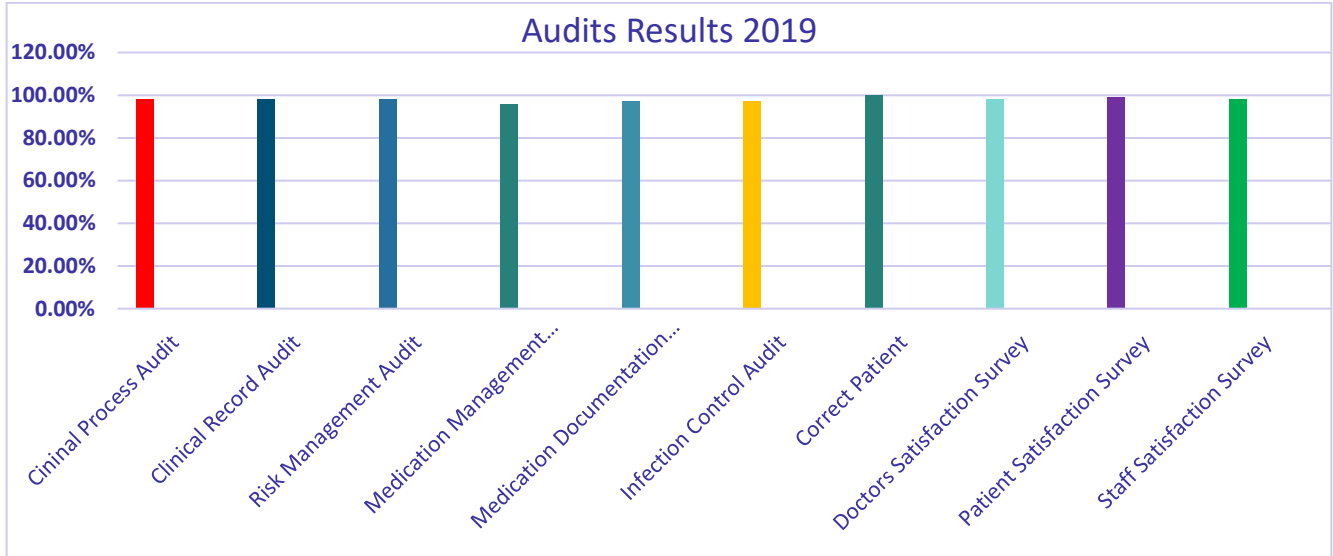
Medication incidents are monitored so that changes and improvements can be made to how we do things and prevent re-occurrence. The medication incidents at Alwyn Rehab Hospital are lower than the average compared with Private Hospital Benchmarking Group.



Managing Risk

Risk is managed in a variety of ways using a schedule across the year. Examples include:

- Measuring the temperatures of the fridges which contain drugs and food
- Measuring the temperature of the dishwasher that washes patient crockery
- Measuring the temperature of the shower water that is provided
- Testing the water that comes out of the shower for legionella and infection
- Testing the patient buzzers should we need to call for help
- Testing the fire equipment so we know it is in good working order
- Checking medical records for accuracy of signatures and record keeping
- Checking against Australian Standards for infection risk
- Keeping a list of chemicals and solutions which may or may not be harmful
- Maintaining an auditing schedule



Getting Involved

Feedback, Compliments and Complaints can be made in writing using the Customer Comments Cards placed at reception.

If you would like to participate in a Patient Focus Group to help the Hospital “do things better”, please advise one of the nurses.

Team 2020

