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| Consumers and carers  Annual report for yr 2023  Alwyn Rehabilitation Hospital |

Patient Safety and Quality Information



# 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 in new processes of 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 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 eight standards taking effect from 2019. It is mandatory that these standards be met. This process involves an external independent review which is conducted by Global Mark.
* 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.
* 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 participate 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 makes up a large component of providing safe patient care. It includes mandatory topics such as:

1. Fire training
2. Cardiopulmonary Resuscitation / Advanced Life Support
3. Manual Handling
4. Hand Hygiene
5. Competency training against procedures used to deliver safe care
6. Patient-Centred Care
7. Patient Identification & Clinical Handover
8. Medication Safety
9. Pressure Injury Prevention
10. Deterioration of physical and mental state of the patient
11. Falls Prevention
12. Emergency training in bomb threats, personal threats, armed hold-up and external disasters
13. Cultural diversity
14. Hazardous and non-hazardous chemicals

# Standards of Service

## Patient Satisfaction

Alwyn Rehabilitation Hospital continually evaluates and improves our care and service through our Patient satisfaction surveys and customer comments. Alwyn patients completed a Patient and Carer Experience Survey during 2023 with results showing hospital care and service rated at 99%.

## 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 are 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 that is reviewed three times per year, demonstrating good performance.

Hand Hygiene Results

## **Hand Hygiene Results per Discipline**

## Falls

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

Falls prevention is a priority for us, so we assess all patients on admission to identify 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 Rehabilitation Hospital, we document and investigate every fall and take action to reduce the number of falls that occur.

## Medication Safety

Medication safety is paramount at Alwyn to reduce the risk of harm to our patients. We work closely with our pharmacist to ensure our prescribing, administration and documentation meets national standards.

Medication incidents are monitored so that changes and improvements can be made to our procedures and prevent re-occurrence. The medication incidents at Alwyn are lower than the average compared with Private Hospital Benchmarking.

## 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 they 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
* Maintaining a preventative maintenance program

Audit Results 2023

Antimicrobial Stewardship Usage and Monitoring

Sustainability

We care about each patient and our planet. That is why we are doing our part to minimise negative impacts on the environment which include:

* Renewable energy - installation of Solar panels
* Recycling batteries
* Reducing plastic- use of jugs to provide water to patients
* Recycling plastics and cardboard
* Promoting sustainable procurement
* Provision of healthy food
* Herbs grown on site
* Kitchen waste provided to staff for chicken feed

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.

**Our Team**

During 2023 our staff celebrated a number of events,

Nurses’ Day

A group of people standing together

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A group of people posing for a photo

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Allied Health Day

