

**HOW DO WE MANAGE SAFETY AND QUALITY?**

**INTRODUCTION**

Albury Day Surgery stands on Wiradjuri Country. We acknowledge all Elders both past and present and extend this respect to all Aboriginal people living, working, or visiting our region. Acknowledging Aboriginal and or Torres Strait Islander people as the Traditional Custodians of the lands where we work and the places in which we live is an important aspect of ending exclusion.

The Albury Day Surgery was established in 1992 as a privately owned, free standing, independent facility.

Albury Day Surgery has full accreditation [**NSQHS**](https://www.alburydaysurgery.com.au/media/website_pages/about-us/our-facility/ce127822.pdf) standards and is a centre of excellence for elective same-day surgery to doctors and patients.

Albury Day Surgery has three operating theatres, 13 first-stage recovery beds,14 second-stage recovery recliners.

Our patients’ recovery is our highest priority. Patients are treated in a safe and well maintained environment, and we provide a high nurse-to-patient ratio.

We ensure best practice standards are maintained at all times through continuous improvement and regular staff education.

Pecuniary interests are held by the Directors, Drs Scott Giltrap and Lindsay Chow.

Surgical Services offered are:

Endoscopy, Gynaecology, IVF, Plastic Surgery, Maxillofacial, Dental, General surgery and Orthopedics.

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| **MISSION STATEMENT**  *The Albury Day Surgery is committed to:*  **Customer Focus and engagement of people:**   * Provide patients with the highest level of care * Treat patients, carers and service providers with respect for ability, race and culture * Involve patients and carers in patient care decisions where appropriate   **Leadership and relationship Management:**   * Provide sound, efficient management * Ensure all staff are well trained and practice within their scope of training * Provide a safe and happy environment for workers   **Process Approach and Evidence based decision making for Improvement:**   * Provide an effective and safe environment for treatment * Using the Plan, Do, Check and Act method to continually improve our Processes and services * Learning from past experiences to improve and maintain growth * Benchmarking with other organisations to share and gain knowledge |

**ORGANISATIONAL STRUCTURE**

Albury Day Surgery Pty Ltd & External Authorities & Legislators (NSW Health Dept)

Medical Advisory Committee

Directors

Management Review Committee

Chief Executive Officer

Visiting Medical Officers

Office Manager

Nursing Unit Manager & Deputy NUM

Infection Control Officer

Staff Health Officer

Co-Coordinator

CSSD Technician

Registered Nurses

Office Staff

Enrolled Nurses

Assistants in Nursing

Work, Health, and Safety Officer

External Services

Porter /Cleaner

Fire and Safety Officer

Purchasing Officer

Quality Manager

**QUALITY POLICY**

Albury Day Surgery is committed to continual improvement. To support this, the company has developed and implemented a Quality Management System, with the intention of satisfying the requirements of the:

**National Safety and Quality Health Service Standards (NSQHS) Second edition**

The Quality Management System is reviewed annually by the Chief Executive Officer (CEO), to ensure continued effectiveness for the highest standard of patient care.

Management ensures, through ongoing training, that all staff remain aware of the latest developments in their field and have adequate resources to conduct business safely and effectively. It is the prime objective of ADS to provide quality health care, in a safe, skilled, caring and supportive environment, which safeguards the confidentiality and rights of our patients and visiting medical officers.

Managements supports a culture of encouragement , inclusiveness, and tolerance in the workplace for all staff and consumers. The CEO fully endorses this policy document and the formal Quality Management System that has been implemented.

A copy of this Quality Policy shall be displayed to the public and it is the responsibility of all management and supervisory staff to ensure that it is understood, implemented, measured and maintained at all levels in the organisation.

**SAFETY AND QUALITY**

***Infection Prevention and Control***

ADS 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, *Australian Standards for Reprocessing of Reusable Instruments (AS 4187)* and the *Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service (NSQHS) Standards.*

***Medical Advisory Committee***

ADS has a formal Medical Advisory Committee, with representatives from General Surgical, Gynaecology , Oral Surgery, Anaesthetics and Nursing. The committee has the ability to co-op other specialist members and consumers as required. This committee addresses clinical monitoring and measuring for compliance and excellence.

***Clinical Indicators for performance evaluation.***

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. ADS monitor a number of clinical indicators that can be benchmarked against published data. These include:

* Failure to arrive
* Unplanned transfer to other hospital
* Unplanned delay in discharge
* Cancellation after arrival due to pre-existing or acute medical conditions, administrative or organisational reasons
* Medication error/adverse drug reaction
* Unplanned return to operating room
* Hospital acquired infection
* Patient fall or injury

***Hand Hygiene and Aseptic Technique program***

ADS is committed to the National Hand Hygiene Initiative program and conducts regular audits to ensure compliance.

All staff are trained and assessed annually in aseptic technique compliance.

***Discharge Information***

ADS provides comprehensive information both before and after your surgery to assist you to be fully informed, prepared and involved with your planning for discharge and post-discharge follow up.

Patients and their carers are encouraged to ask questions and be involved in the planning of patient care.

***Customer satisfaction.***

All patients/clients 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 take the time to complete it. There have been a number of changes to patient information and procedures as a result of this feedback over the years. All feedback is de-identified and tabled at our Management Review Committee meetings as well as our Medical Advisory Committee meetings.

***What to do if you have a complaint***

In most instances, your Doctor, Anaesthetist, Nurse or the Receptionist attending to you will be able to assist you with your problem. If this fails to resolve the matter please ask to speak to the Nurse Unit Manager or the CEO. Alternatively, you may write to us (CEO, PO Box 970, Albury, 2640) or access our compliant form via our website. All complaints will be handled with confidentiality and will be reviewed by the Medical Advisory Committee. You will receive a written reply. For further information, there is a sign on the wall of the waiting room titled “What to do if you have a complaint” with all of your options outlined.

***How can you help us manage Safety and Quality?***

We value your opinion. Please let one of the staff know if you would like to assist with reviewing any of our Safety and Quality initiatives or would like to make any suggestions on quality improvements.

***Would you like further information?***

Our Quality Manager will be very happy to discuss any questions or concerns you may have with our Safety and Quality. She can be contacted by

Phone – 02 60 411 511

Email [lisa@alburydaysurgery.com.au](mailto:lisa@alburydaysurgery.com.au)

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

Regards,

Board of Management

Albury Day Surgery