



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

## INTRODUCTION

Albury Day Surgery (ADS) is a privately-owned day surgery located in West Albury, which provides day surgery facilities to local and interstate medical specialists, and their associates. It comprises a three operating theatre complex and IVF facilities.

Pecuniary interests are held by the Directors, Drs Scott Giltrap, John McBain, John Hennessy, Paul Giles, Steve Heery and Alan Luckie.

### Surgical Services offered are:

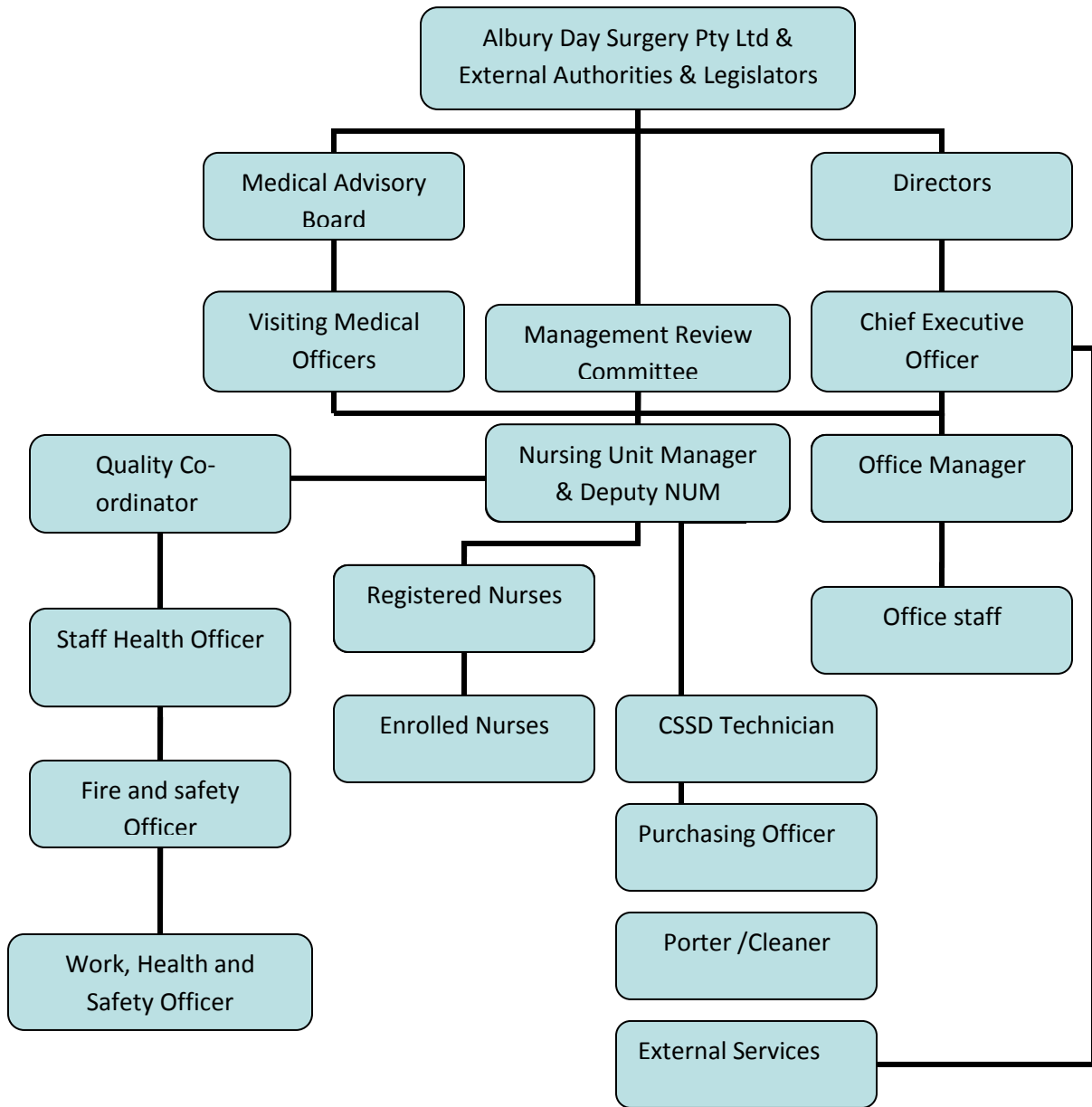
Endoscopy, Gynaecology, Maxillofacial, Plastic Surgery, Ophthalmology, Dental, IVF, General surgery and Urology.

### MISSION STATEMENT

The Albury Day Surgery is committed to:

- Provide patients with the highest level of care
- Treat patients and carers with compassion and respect
- Provide an effective and efficient safe environment for patients
- Provide high standard of treatment
- Provide sound, efficient management
- Provide a safe and happy workplace for workers

## ALBURY DAY SURGERY - MANAGEMENT FLOW CHART



## **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:

**AS/NZS ISO 9001:2008 and NSQHS Standards**

**“Quality Management Systems – Requirements” and HB 90.8 – 2000 Health Care Services Guide and ISO 9001:2008 Overview**

The Quality Management System is reviewed annually, in accordance with ISO elements 5.6.1 and 5.6.2 to ensure continued effectiveness of the Quality Management System and the highest standard of patient care.

Management ensures, through ongoing training, that all staff remains aware of the latest developments in their field and has 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.

The Chief Executive Officer (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 and it is the responsibility of all management and supervisory staff to ensure that it is understood, implemented and maintained at all levels in the company.

## SAFETY AND QUALITY

### ***Infection Prevention and Control***

Albury 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, *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 Standards*.

### ***Medical Advisory Board***

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

### ***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. ADS collect 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 condition, administrative or organisational reason
- Medication error/Adverse drug reaction
- Unplanned return to operating room
- Hospital acquired infection
- Patient fall or injury

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

Albury Day Surgery is committed to the Hand Hygiene Australia 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.

### ***Patient feedback***

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 fill it in. 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 Board 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 (CEO, PO Box 970, Albury, 2640). All complaints will be handled with confidentiality and will be considered by the Medical Advisory Board. 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 our patients and their 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 Nursing Unit Manager, Bronwyn Mills 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 or email [bron@alburydaysurgery.com.au](mailto:bron@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