

## ***Our Mission***

Our mission is to provide consumer centred care comprising of a service that encompasses a holistic, compassionate and person centred approach; emphasizing hope, healing and empowerment.

We are a healthcare provider and employer of choice supporting the needs of our growing community. Partnerships with consumers, carers and professionals provide a collaborative approach in the planning, design and evaluation of health care delivery providing continuous service improvement.

Wyndham Clinic Private Hospital will provide first class speciality health and surgical services from our large fully equipped theatre designed to the highest standards of innovative and state of the art technology.

We are committed to quality health care that is provided in a collaborative effort with our consumers' overall health strategies and an array of medical services. We are further committed to the philosophy that we exist for our customers and a management philosophy that seeks continuous improvement in the quality of all our processes, products and services.

## ***Quality Endorsement***

As a brand new facility all our staff are working towards achieving the following quality endorsements in the first month of opening.

Wyndham Clinic Private Hospital will meet NRMHC Australian Guidelines for the Prevention and Control of Infection in Healthcare (2010)

Wyndham Clinic Private Hospital will meet Infection Control Standard AS/NZ 4187 - Cleaning, disinfecting and sterilizing reusable medical and surgical instruments and equipment, and maintenance of associated environments in healthcare facilities.

Wyndham Clinic Private Hospital will meet certification to ISO9000:2008.

Wyndham Clinic Private Hospital will meet all 10 NSQHS standards.

Wyndham Clinic Private Hospital will meet all the National Mental Health Standards

## ***What are the National Standards for Australian Hospitals?***

The NSQHS (National Safety and Quality in Health Service) Standards were endorsed by Australian Health Ministers in 2011 and provide a clear statement about the level of care consumers can expect from health service organisations. They also play an essential part in new accreditation arrangements under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme.

Accreditation is one tool, in a range of strategies, which we use to improve safety and quality at Wyndham Clinic Private Hospital. It is a way of verifying:

- actions are being taken
- system data is being used to inform activity
- improvements are made in safety and quality continuously

To be eligible for an accreditation award, a health service organisation may undergo:

- periods of self-assessment
- comprehensive assessment against the *NSQHS Standards*
- interim or mid cycle assessment against some *NSQHS Standards*.

## **Health care services provided by Wyndham Clinic Private Hospital:**

### Day Surgery and Mental Health Services

- Artificial Reproductive Therapy services
- Gynaecology procedures
- Endoscopy
- ECT Treatment
- General surgical day procedures
- Paediatric dental
- Oral surgery
- Urology
- Ophthalmology
- Acute Mental Health Inpatient Service
- Day Program Mental Health Service

### Patient Services

- Pre admission contact
- Discharge Information
- VMO and specialist appointments made when required
- Discharge planning

### ***Working in partnership with patients and carers***

When you are ready for discharge the nurse will give you a patient survey form. We would like you or your carer complete the survey form and either leave it with the nurse or send the completed form back via the post.

We value your feedback good or bad. With your assistance we can continually improve our services.

From time to time we will require opinions and input from our community if you would like to volunteer your services please complete the section on the patient survey form and we will place your name on the register. The volunteers will be treated without fear or favour.

You can request to obtain safety and quality data from Wyndham Clinic Private Hospital. The data available is strictly confidential and can be obtained by contacting the DON at Wyndham Clinic Private Hospital.

Clinical indicators are collected to screen and identify areas where we can improve our practice. These include:

- Failure to arrive
- Unplanned overnight admission
- Unplanned delay in discharge
- Cancellation after arrival due to health reasons
- Unplanned return to theatre
- Medication error/Adverse drug reaction
- Hospital acquired infection
- Patient fall
- Readmission rates within 3 months

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

*Wyndham Clinic Private Hospital is committed to the Hand Hygiene Australia program and will conduct regular audits with the assistance of our infection control consultant to ensure compliance.*

It is very important that you inform our staff at booking if you currently are suffering from a viral illness or infectious disease requiring special needs. Or if anyone you have been in contact with in the past month was suffering from an infectious disease. If the patient is a child inform us if your child has been exposed to an infectious disease such as chicken pox or measles.

Wyndham Clinic Private Hospital has an effective infection control program to provide a safe working environment that minimizes the risk of a sharps injury or exposure to body fluids and prevents the transmission of infections from person to person. Our facility and staff will be regularly audited for compliance with the national Infection Prevention and Control guidelines. Steam Consulting oversee Wyndham Clinic Private Hospital's Infection Prevention and Control Management Plan.

Please inform staff at booking if you have a current Treatment Limiting Order or if you have a latex allergy or an infection requiring special needs and this information will be placed in your history for staff reference.

### **Quality Policy, our commitment to Quality**

The following statement represents our Quality Policy.

To provide quality, safe and caring service in a friendly and professional environment, Wyndham Clinic Private Hospital will strive to continually improve the services offered through the assessment of procedures, equipment and standards, to reach world's best practice in services and patient care.

#### **Quality Objectives:**

<b>Objective</b>	<b>How</b>	<b>Measure</b>	<b>By</b>
To meet all standards of relevant health authority standards in our facility	<ul style="list-style-type: none"> <li>External Audits</li> <li>Internal Audits &amp; Surveillance</li> <li>Annual Infection Control Audit and plan</li> <li>DoH Inspections</li> <li>Biomedical consultant</li> </ul>	<ul style="list-style-type: none"> <li>Maintain ISO 9001:2008</li> <li>Maintain Registration with DoH</li> <li>Meet NSQHS standards</li> </ul>	Sept 2016
Provide a high level of professional care to patients	<p>Analysis and response to</p> <ul style="list-style-type: none"> <li>Patient Satisfaction Surveys</li> <li>Post discharge follow up</li> <li>Risk Clear</li> <li>Clinical Indicators</li> <li>Identified Risks</li> <li>Post discharge infection surveillance</li> </ul>	<ul style="list-style-type: none"> <li>Positive Patient Satisfaction Surveys &gt; 95%</li> <li>Clinical indicators within industry parameters</li> <li>Identify risk level and report Risk Clear outcome at BOM meetings</li> <li>Nil post discharge infections detected</li> </ul>	Jun-Dec 2016
Design, develop and maintain high standards for current and future technological advancements to achieve optimum safety and comfort for all patients and staff	<p>Monitor the following:</p> <ul style="list-style-type: none"> <li>Approved suppliers</li> <li>Maintenance/service contracts</li> <li>Capital expenditure</li> </ul> <p>Monitoring by:</p> <ul style="list-style-type: none"> <li>BOM &amp; management review</li> <li>MAC</li> <li>Infection Control Consultant</li> <li>Quality Consultant</li> <li>Attendance at industry scientific meetings by key personnel.</li> <li>Biomedical consultants</li> <li>Staff Education</li> <li>Risk Clear Reports</li> </ul>	<ul style="list-style-type: none"> <li>All recommendations from Internal Auditing responded to within a Month</li> <li>Infection Control Risk Assessment &gt;95%</li> <li>Nil down time due to injury or equipment malfunction</li> <li>Nil evidence of ongoing equipment and maintenance issues</li> <li>Evidence of capital expenditure on equipment and infrastructure following identification and needs assessment completion</li> </ul>	Sept 2016

	<ul style="list-style-type: none"> <li>• Suggestions for improvement</li> <li>• Internal &amp; Surveillance Audits</li> </ul>		
Develop and achieve a high level of staff involvement and ensure a client focused team approach to all patient and doctor services	<ul style="list-style-type: none"> <li>• Communication folder / Memos</li> <li>• Staff meetings</li> <li>• Risk Clear system</li> <li>• Requests for professional development</li> <li>• Suggestions for improvements</li> <li>• Patient Satisfaction Survey</li> <li>• Open door policy</li> <li>• Results and audits published on staff notice board</li> </ul>	<ul style="list-style-type: none"> <li>• Minimal staff complaints</li> <li>• Evidence of attendance at meetings</li> <li>• Risk Clear</li> <li>• Staff survey -suggestions for improvement noted and actioned in a timely manner</li> </ul>	Sept 2016

Maintain the best clinical standards through strategic staff recruitment, staff training, peer review and update, quality assurance programs and critical evaluation of services	<p>Risk Clear Direct</p> <ul style="list-style-type: none"> <li>• Requests for professional development</li> <li>• Suggestions for improvements</li> <li>• Staff/patient complaints</li> </ul> <p>Internal audits</p> <p>Performance appraisals</p> <p>Education Program</p> <p>Monitoring by management committee</p> <p>Membership of professional bodies</p> <p>External education information available to staff</p>	<ul style="list-style-type: none"> <li>• Recommendations from internal auditing acted on within 1 month</li> <li>• Minimal complaints from Medical staff and patients</li> <li>• Patient satisfaction above 95%</li> <li>• Clinical indicators within approved industry parameters</li> <li>• Infection Control Risk Assessment outcomes &gt; 95%</li> <li>• 99% staff attendance at "in house" education sessions</li> <li>• High level of membership of professional bodies <ul style="list-style-type: none"> <li>- DSSIG</li> <li>- ACORN</li> <li>- ADHA</li> </ul> </li> </ul>	Sept 2016
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	In house education materials for staff	- GENCA	
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All staff at Wyndham Clinic Private Hospital strives to continuously improve the quality in performance of all our outcomes, processes and services. To achieve this, we adopt the concept of continuous service improvement, which emphasizes the understanding of variance, the importance of measurement, the role of the customer and the involvement of all in the pursuit of improvement.

The following statement represents our Quality Policy. It is signed by the CEO and is displayed in the reception area.

The staff of Wyndham Clinic Private Hospital is committed to:

**Planned outcomes**

- Providing the best available care to our patients,
- Providing the best available service to our doctors,
- Providing a safe and friendly environment for all our customers

We are committed to continuously complying with our Management System which is based on ISO 9001:2008, the international standard for Quality Management, National Mental Health Standards and the National Safety and Quality Health Service Standards.

We are also committed to continuously improving, through reviewing our practice in response to established world's best practice, internal systems review and education.

We have processes for planning: these are transparent, and include all team members. The outcome of the planning process is a set of objectives which is reviewed and updated at least yearly.

**All our team members:**

- Are aware of the requirements of our management systems,
- Identify, report, record all problems, incidents, complaints, or areas that require improvement.
- Comply with the intent and the content of our management system.

By the team working together we will achieve our targets and the outcomes we have identified.

Please contact the CEO if you have any questions or comments on this policy or its implementation.

CEO with support from the Board of Management

Dated: 29/07/2015

## *Patient Privacy*

Wyndham Clinic Private Hospital takes patients privacy very seriously. It is the policy of Wyndham Clinic Private Hospital that all efforts will be made to maintain patient privacy while attending the centre and all records are kept securely in accordance with privacy principles.

Wyndham Clinic Private Hospital endeavours to inform patients of their rights by providing a copy of the privacy policy to patients prior to or on admission to the centre.

## ***Contacting Wyndham Clinic Private Hospital***

Wyndham Clinic Private Hospital contact details are as follows:

Wyndham Clinic Private Hospital  
242A Hoppers Lane  
Werribee, VIC 3030  
Tel: 03 9749 0972

## ***Privacy Compliance***

Wyndham Clinic Private Hospital is bound by the National Privacy Principles (Privacy Act 1998, as amended). Wyndham Clinic Private Hospital deals with personal information in accordance with such principles.

The National Privacy Principles can be obtained through the website of the office of the Federal Privacy Commissioner (<http://www.privacy.gov.au>).

## ***Information Collected by Wyndham Clinic Private Hospital***

### Part A – Patient Information

Wyndham Clinic Private Hospital holds the following information with respect to its patients.

- Name.
- Personal address.
- Postal address.
- Next of Kin
- Telephone numbers.
- Fax number
- Date of birth.
- E-mail address.
- Medical History
- Treatment plan and treatment details

The purpose of the above information is to assist the Staff – both Medical and Administrative to carry out the operation of the hospital which is dedicated to the care and general welfare of patients referred to the facility for treatment.

The purpose of the above information is to enable the facility to effectively treat patients.

Wyndham Clinic Private Hospital also supplies treatment data to State and Federal authorities. The submission of data to State and Federal authorities is mandatory for all registered hospitals

## ***How does Wyndham Clinic Private Hospital use information?***

### ***Manner of collection***

Information is collected from patients through the provision of that information on their behalf by their treating practitioner or directly from the patient.

### ***Storage and data protection***

Personal information about patients is contained in a hard copy medical history, electronic information concerning patients is stored securely on the server.

Hard copy and electronic records are only accessible to personnel of the facility who require access to such personal information for the purpose of carrying out their duties. All personnel have signed Privacy and Confidentiality statements binding them to comply with the National Privacy Principles.

### ***Access to records***

Patients of the centre may request access to personal information by writing to the Privacy Officer. Persons entitled to access do not have to provide a reason for requesting access. The patient will be notified when their record will be available for personal viewing at the centre.

Applications should be made in writing. Verification will be made prior to response.

### ***Applications should be forwarded to:-***

The Privacy Officer  
Clinical Services Manager  
242A Hoppers Lane  
Werribee, VIC, 3030

If a person believes that information held by the centre is incorrect, incomplete or inaccurate they may request amendment of that personal information. The centre will consider if the information requires amendment. If the centre does not agree that there is any ground for amendment it will, if the person seeking the amendment requires, place with that person's personal information, a statement from that person as to why the information is not accurate or up to date.

If patients wish to obtain access to or wish to notify any changes to their details kept at the centre, they should contact the CSM for a copy of the protocol.



### ***Patient complaints***

The staff at Wyndham Clinic Private Hospital recognises the customer's right to make a complaint.

Wyndham Clinic Private Hospital welcomes the opportunity to improve standards by actively identifying areas of concern in current performance.

By analysing complaints Wyndham Clinic Private Hospital can actively improve the quality of care and service provided to customers.

Wyndham Clinic Private Hospital has a process in place, where Management will respond constructively to legitimate concerns of patients and their families.

Anyone can make a complaint, patient, family or friend.

A person making a complaint will not adversely affect the treatment of the patient because a complaint has been made.

A complaint can be lodged in writing, by telephone or in person. You can also make an anonymous complaint although we are not able to respond to your complaint in this instance.

Patients and their families who wish to make a complaint are advised to:

- ◇ Speak to the staff.
- ◇ The staff are required to record in Risk Clear Direct every complaint including:
  - Nature of the complaint
  - Date of concern
  - Action taken in respect of the complaint
- ◇ If the problem can be resolved at the staff level we will endeavour to rectify it as quickly as possible
- ◇ If the complaint cannot be rectified then and there, the matter will be referred to the DON for investigation and the appropriate follow up action will be taken.
- ◇ Wyndham Clinic Private Hospital will provide written feedback within 5 working days
- ◇ If the customer remains dissatisfied, they are advised to utilize external services such as the Health Services Commissioner.

The Complaints Officer for Wyndham Clinic Private Hospital is:

CSM  
The Complaints Officer  
Clinical Services Manager  
242A Hoppers Lane  
Werribee, VIC, 3030

### **Safety and Quality Data**

Wyndham Clinic Private Hospital 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 and the Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards

**Annual Audit for Compliance with AS/NZS 4187:2003, Infection Prevention & Control and GENCA Guidelines**

12<sup>th</sup> of October 2015, Ms. Terry McAuley, Sterilization and Infection Prevention and Control Consultant, STEAM Consulting conducted an audit of sterilization and infection prevention and control work practices and processes

The audit was conducted to satisfy Victorian Department of Health Private Hospital Unit's requirements and has become an annual event as part of Wyndham Clinic Private Hospital's infection prevention and control management plan.

This audit identified that Wyndham Private Hospital achieves:

- 96.6% compliance and 3.4% partial compliance with the audit criteria based on AS/NZS 4187:2003;
- 92.2% compliance and 7.8% partial compliance with the infection prevention and control audit criteria; and
- 91% compliance and 9% partial compliance with the perioperative practices audit criteria, and
- 100% compliance with the endoscopy practices criteria, although no procedures were observed;

In all, a total of seventeen [17] recommendations for improvement have been made

All audit findings have been actioned and an action plan is in place to achieve actions in the required time.

## Hand Hygiene compliance rate for Wyndham Clinic Private Hospital against national compliance rate

Healthcare worker	Correct HH Actions	Total moments	Wyndham Clinic Private Hospital Compliance	National compliance data
Nursing	97	100	90%	80.6%
Medical	34	40	80.0%	62.8%

**Fall rate** is 3% in the inpatient unit

**Pressure injury** is an exclusion criteria for admission to Wyndham Clinic Private Hospital

**Medication Error** no adverse event from administration errors

You can request further obtain safety and quality data from Wyndham Clinic Private Hospital. The data available is strictly confidential and can be obtained by contacting the DON on 03 97316646..