

# THROUGH THE SCOPE @ LOGAN ENDOSCOPY

March 2017



## Tell us what you think

Every few months, we will attempt to identify an area that we would like to consider to improve on.

These past few months, we are trying to seek feedback from patients about how we may improve our communication with our clientele. We are getting consumers and carers' feedback about our website to improve on the information that our clientele would like and need to book an appointment through to attending for their procedures at Logan Endoscopy Day Surgery Center.

Do you have any suggestions? Please let the nurse know, or you may choose to email us on:  
[office@loganendoscopy.com.au](mailto:office@loganendoscopy.com.au)

This feedback is given directly to our management team.

## Our Website



<http://www.loganendoscopy.com.au>

## What's New

Logan Endoscopy Services has been going through some ongoing changes since completing full accreditation in the National Safety & Quality in Healthcare Standards with ACHS on 5<sup>th</sup> June 2014. This is undertaken every 3 years to ensure we meet specific requirements. You may wish to review these standards in more detail – they can be viewed at <http://www.safetyandquality.com.au>. These standards now apply to all hospitals across Australia. There are 10 National Safety & Quality Standards, each with a number of actions to meet. At a glance, these standards are:

1. Governance
2. Partnering with Consumers
3. Preventing and Controlling Healthcare-Associated Infections
4. Medication Safety
5. Patient Identification and Procedure Matching
6. Clinical Handover
7. Blood and Blood Products
8. Preventing and Managing Pressure Injuries
9. Recognising and Responding to Clinical Deterioration
10. Preventing Falls and Harm from Falls

With the new National Safety & Quality in Healthcare Standards, we continue to review our policies and our processes every 2-3 years; the way we care for our patients, and how we engage patients to improve on their experience of having an endoscopic procedure at Logan Endoscopy. It continues to be a learning curve for all of us as a small day surgery center. We appreciate your patience while we continue to implement and improve our processes.


## What we have done?

We continue to strive to provide a high level of safety and quality care to our patients.

1. **Governance** – Regular performance and skill management of staff, further developed our incident, complaints and feedback systems, and updated our patient engagement processes.

**Partnering with consumers** – Introduced a pre-procedure phone call and patient brochure to help identify what our patient's need before their procedure.

We introduced a post-procedure phone call for patients who may be at higher risk for complications such as post-polypectomy bleeding, including those who required Endoclips to reduce post-polypectomy complications. We seek feedback about our processes and invite patients & carers to provide direct feedback to our staff. The Patient Charter is on display in 3 different languages and Interpreter Services are available for non-English-speaking patients. If you would like to be involved in partnering as consumers/carers, please let our staff know.

2. **Infection Control** – Introduced a number of new policies and control strategies and surveillance. During your care, we use Precautions to limit the spread of any infection or contaminants.  infection Standard We have educated our staff on Transmission-Based Precautions. We use Contact Precautions during our procedure and our cleaning processes to restrict the transmission of any contaminants. We are trying to educate patients about cough etiquette and preventing the spread of respiratory viruses (Droplet Precautions). We also want to educate patients about other communicable diseases and when you should not come in for your procedure (Airborne Precautions). We educate our staff about antibiotic use, cleaning, disinfection and sterilisation.
3. There are new and alarming trends of antibiotics resistance with superbugs, like MRSA (“Golden Staph”), VRE and ESBL. We ask our doctors to keep up to date with their Continuing Professional Development (CPD) in the area of Antibiotic Prescribing by completing courses online at “Learn Online with NPS MedicineWise”. All of our prescribing Gastroenterologist doctors have completed the Antimicrobial Prescribing Course with certificates issued. Our doctors are also renewing their learning of Hand Hygiene by completing an online course at Hand Hygiene Australia (<http://www.hha.org.au>). Our staff have been trained on our new infection control policies. 100% of our nurses have recently completed our Aseptic Non-Touch Technique training and Hand Hygiene courses. All of our permanent nurses have completed the NSQHS Infection Control training and Surgical Safety Checklist & Time Out.
4. **Medication Safety** – We have changed the way we document patient medication and ensure our medications are ordered, stored and prescribed in the most appropriate way. 100% of our nurses have recently completed Medication Safety courses.
5. **Patient Identification** – Patient ID bands are compliant with national standards. We use 3 patient identifiers to match patients with their intended procedure, any specimens and correspondence involved in their care.
6. **Clinical Handover** – At each stage of your care, we confirm your details, procedure, and handover important clinical information.
7. **Blood and Blood Products** – We do not administer blood or blood products.
8. **Preventing and Managing Pressure Injuries** – We educate our patients about pressure injuries via the Patient Booklet even though they are in the day surgery center for only a few hours.
9. **Recognising and Responding to Clinical Deterioration** – Implemented the national colour-coded deteriorating patient recovery record. We have a transfer process to ensure patients are transferred safely and quickly to the nearest tertiary hospital if necessary. Maintain emergency equipment appropriate to our day facility. We also monitor any patients with existing conditions more carefully.
10. **Preventing Falls and Harm from Falls** – Our falls risk process recognises patients that are at a higher risk of falls and harm from falling. We ensure our patients at risk of falling are monitored more closely. We did not have any falls in the past year.

## Did you know...

You can get more information from our website: <http://www.loganendoscopy.com.au>

We have a new Gastroenterologist Dr Sean Szetoo starting now, March 2017, as well as a new Anaesthetist, Dr Satnam Solanki.

We have upgraded our Olympus Video endoscope system to a higher HD 190 system as well as an OER endoscope reprocessor for automatic cleaning of our scopes.

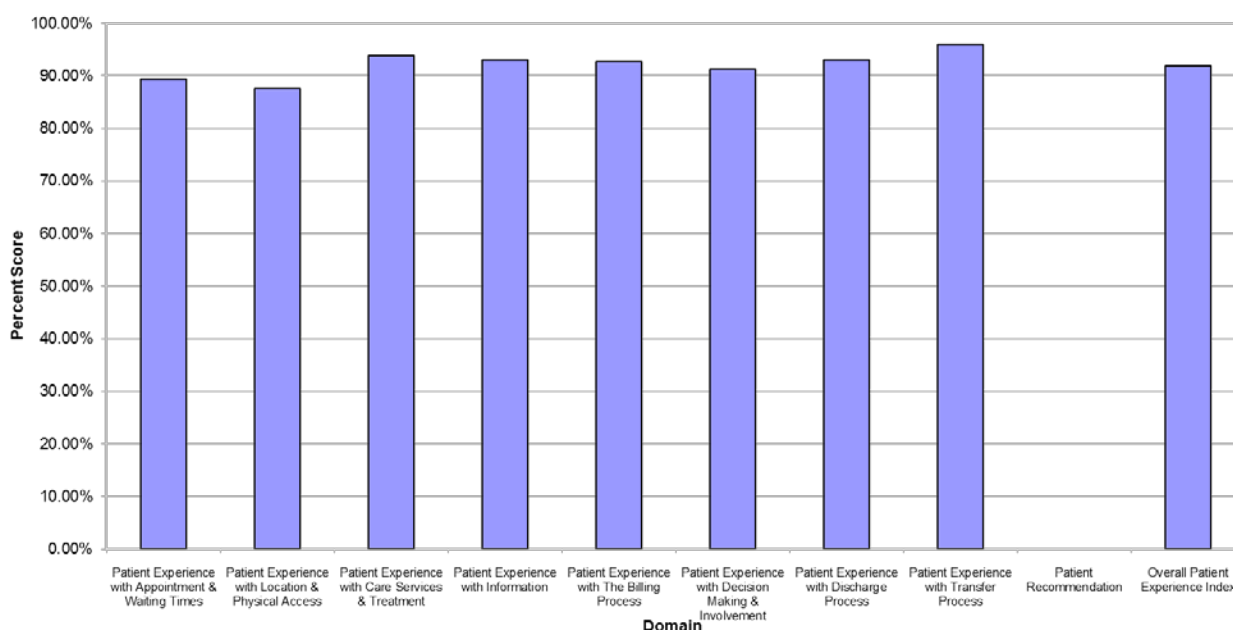
Logan Endoscopy has zero % post-operative nausea/vomiting events and zero % Patient Adverse Events in our last QPS benchmarking quarter period.

Our Overall Patient Experience Index is ~92%.



### Patient Experience - Domain Results - Total % Score

Logan Endoscopy Services



## QPS Principal Consultants Comments Summary

### 2.1.3.6: Overall Patient Experience Index

Well done in completed the Patient Experience Surveys. Ensure the key strengths and results are used to provide feedback to all key stakeholder groups including consumers of the service, the workforce and the executive team. Include a summary of how the results are used to plan and drive improvements in the delivery of care and services to patients.

**We're celebrating 23 years of service this year.**

**Would you like to talk at a staff meeting about your care?**

Is there something you would like to teach our staff about your care that you liked? Or how you can become involved in improving our service? Are you interested in being involved in Partnering as consumers/carers? Please email us on: [office@loganendoscopy.com.au](mailto:office@loganendoscopy.com.au), or speak directly to one of the nursing staff.