



WESTPAC HOUSE
UNIT 2, 3276 MT LINDESAY HWY,
BROWNS PLAINS, QLD, 4118
TEL: 07 3809 2893
MOB: 0481 394 818
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EMAIL: office@loganendoscopy.com.au
WEBSITE: www.loganendoscopy.com.au

THROUGH THE SCOPE @ LOGAN ENDOSCOPY

DECEMBER 2019



Tell us what you think

We strive to do our very best to attempt in identifying areas of our workplace which we can improve for your health and safety.

We seek your feedback about how we can improve on our communication with you. Your participations and feedback is highly appreciated. You can liaise with us either by telephone us **07-38092893** or Mobile Phone No **0481394810** or log in to our website www.loganenodsocopy.com.au to book an appointment for Consultation with our Gastroenterologists, Gastroscopy Procedure and Colonoscopy procedures.

Email us on
office@loganendoscopy.com.au

What's New

Logan Endoscopy Services has been undergoing constant changes since completing full accreditation for the National Safety & Quality in Healthcare Standards with ACHS in 2014. This is undertaken every 3 years to ensure we meet all the requirements. The next full accreditation will be on February 2020. You may wish to review these standards in more detail - they can be viewed at <http://www.safetyandquality.com.au>. There are now 8 National Safety & Quality Standards, each with a number of criteria to meet. These standards are:

1. **Clinical Governance Standard**
2. **Partnering with Consumers Standard**
3. **Preventing and Controlling Healthcare-Associated Infections Standard**
4. **Medication Safety Standard**
5. **Comprehensive Care Standard**
6. **Communicating for Safety Standard**
7. **Blood Management Standard - N/A**
8. **Recognising and Responding to Acute Deterioration Standard**

With the new National Safety & Quality in Healthcare Standards, we continue to review our policies and our processes every 2-3 years; this include the way we care for our patients, and how we cooperate with patients to improve their experience at Logan Endoscopy Services. We appreciate your patience and support while we continue to implement and improve our processes.



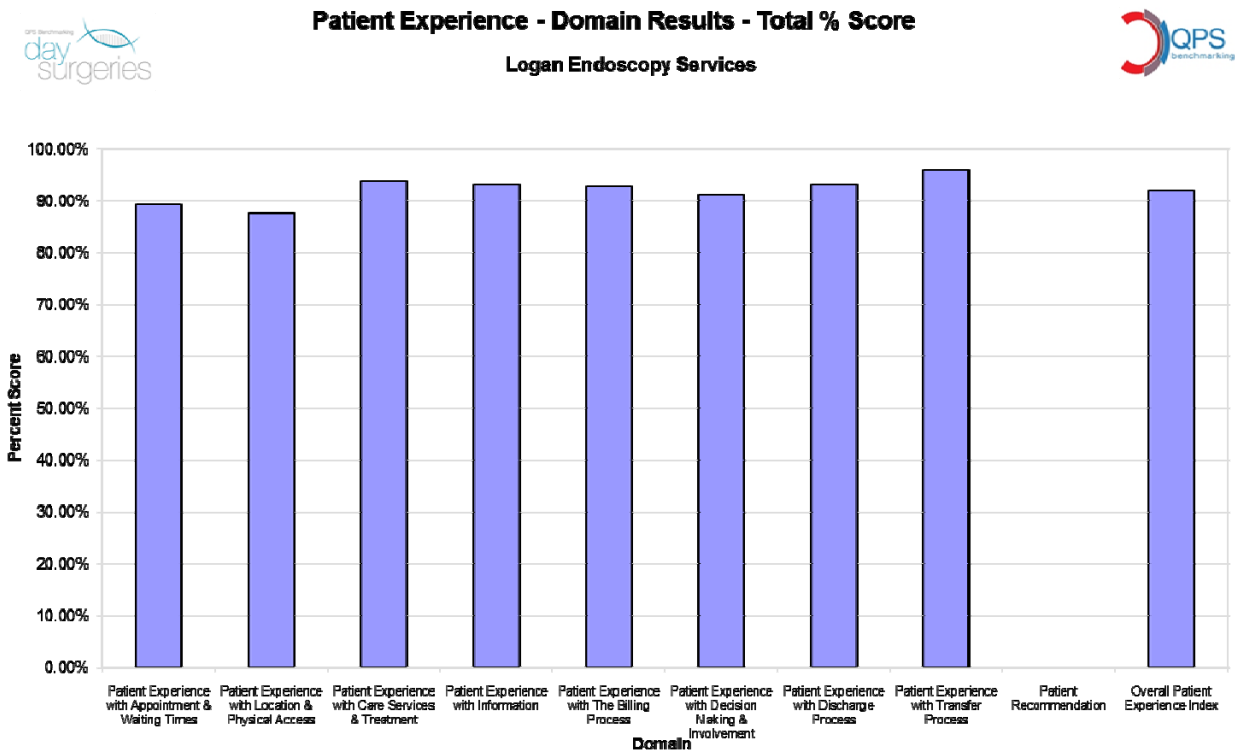
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Did you know...

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

We have four Gastroenterologists practicing at Logan Endoscopy Services, Dr Keong Lim, Dr Linus Chang, Dr Sean Szetoo and Dr Kee Ooi.

Our Anesthetists are Dr Edwin Tong, Dr Jonathan Lau, Dr Christy Yeow, Dr Boon Chang, Dr Jee Poh and Dr Andrew Tang.

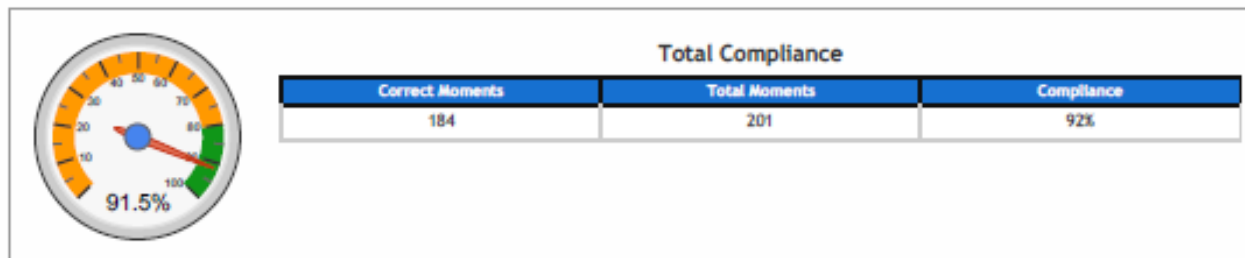




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Hand Hygiene Compliance Report

QLD Private - Logan Endoscopy
 01/07/2019 - 31/10/2019



Compliance by Hand Hygiene Moment

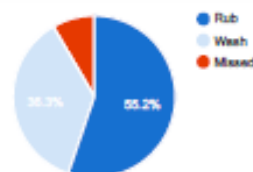
Moment	Correct Moments	Total Moments	Compliance
1 - Before Touching A Patient	8	10	80%
3 - After a Procedure or Body Fluid Exposure Risk	59	59	100%
4 - After Touching a Patient	1	1	100%
5 - After Touching A Patient's Surroundings	116	131	89%

Compliance by Health Care Worker Group

Health Care Worker	Correct Moments	Total Moments	Compliance
Medical Practitioner	1	1	100%
Nurse/Midwife	94	102	92%
Student Personal Care	1	1	100%
Gastroenterologist and Anaesthetist	88	97	91%

Glove Use	Correct Moments	Total Moments	Compliance
Off	63	63	100%
On	0	0	0%
Continued	0	1	0%

Description	Total HH Actions	Percentage Used
Alcohol Based Hand Rub	111	55%
Wash	73	36%
Hand Hygiene not performed	17	8%





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Patient Experience Survey

QPS Benchmarking Indicators			Numerator	Denominator	Percentage Score
1.2.1.1	Patient Experience with Appointment & Waiting Times	(1a+1b+1c)	694	725	95.72%
1.2.1.2	Patient Experience with Location & Physical Access	(2a+2b+2c+2d+2e)	970	1040	93.27%
2.1.3.1	Patient Experience with Care Services & Treatment	(3a+3b+3c+3d+3e+3f+3g+3h+3i+3j+3k+3l+3m+3n+3o)	2887	2910	99.21%
1.2.1.3	Patient Experience with Information	(4a+4b+4c)	1395	1415	98.59%
2.1.3.4	Patient Experience with The Billing Process	(5a+5b)	447	475	94.11%
2.1.3.3	Patient Experience with Decision Making & Involvement	(6a+6b+6c)	693	705	98.30%
1.1.5.0	Patient Experience with Discharge Process	(7a+7b+7c+7d+7e)	1046	1070	97.76%
1.1.5.1	Patient Experience with Transfer Process	(8a+8b+8c+8d)	116	120	96.67%
1.1.5.2	Patient Recommendation	(9a+9b)	916	1000	91.60%
2.1.3.6	Overall Patient Experience Index	All the above	9164	9460	96.87%

Net Promoter Score® **Q: How likely would you be to recommend the care, treatment and services of this centre to family and friends?**

+ 84.00 

Promoters	92.00%	<i>Promoters (scored the question 9-10) are loyal enthusiasts who will keep using your services and refer others, fuelling growth.</i>
Passives	0.00%	<i>Passives (scored the question 7-8) are satisfied but unenthusiastic patients who are vulnerable to competitive offerings.</i>
Detractors	8.00%	<i>Detractors (scored the question 0-6) are unhappy patients who can damage your brand and impede growth through negative word-of-mouth.</i>

The Net Promoter Score® (NPS) can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter). The NPS® is a measure of your customer's overall loyalty to your organisation, which determines your potential for repeat business and positive word-of-mouth. The higher the net promoter score, the more likely a customer will recommend the service to friends and colleagues. Net Promoter, Net Promoter Score and NPS are registered trademarks of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.

Q4f: Which best describes your experience of the overall information provided by the Day Hospital.	No. of Responses	Percentage Score
Did not tell me much at all.	1	2.08%
Gave me only limited information.	0	0.00%
Kept me adequately informed.	1	2.08%
Kept me very well informed.	46	95.83%
Overwhelming, too much.	0	0.00%

QPS Principal Consultants Comments Summary

2.1.3.6: Overall Patient Experience Index

Well done in completing 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.

Wow 😊😊😊 We're celebrating 26 years of service this year.

We the Doctors, the Nurses and the Administration Staff seek your valuable feedback and advice on a High Quality Health Care for you. We have been and continues to strive for the highest clinical standard of care for our clientele. Your feedback and involvement in partnerships with us in improving our services is TOP priority.

The Management & CEO

Dr Keong Lim