

THROUGH THE SCOPE @ LOGAN ENDOSCOPY

Dec 2018



Tell us what you think

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

We have small Consumer Action Group and in the 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 some of our results like Hand Hygiene and 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

This feedback is given directly to our management team.

Our Website



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

What's New

Logan Endoscopy Services has an ongoing quality management program since completing full accreditation in the National Safety & Quality in Healthcare Standards with ACHS until 23th June 2020. 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.

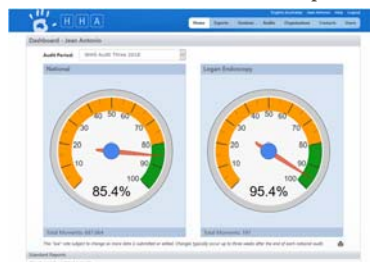
Partnering with consumers – Introduced a pre-procedure phone call and patient brochure to help identify what our patient's need before their procedure.

the phone call for patients who may be at higher risk for complications such as post-
on 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 infection control strategies and surveillance. During your care, we use Standard Precautions to limit the spread of any infection or contaminants. 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. Our nurses have recently completed our Aseptic Non-Touch Technique training and Open Disclosure courses

Our Hand Hygiene results are excellent at 95.4% compared to the National average of 85.4%!



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 staff have been trained on our new infection control policies. . Our permanent nurses have completed the Qld Fire and Emergency Safety training on 11 Jan 2019.
4. **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.
5. **Clinical Handover** – At each stage of your care, we confirm your details, procedure, and handover important clinical information.
6. **Preventing Falls and Harm from Falls** – Our falls risk process recognizes 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...

We’re celebrating 25 years of service this year.

. We have upgraded our Olympus Video endoscope system to a higher HD 190 system as well an OER endoscope reprocessor for automatic cleaning of our scopes. This has worked very well for the past 2 years.

There are still ongoing issues with Legionella infections in many hospitals. Logan Endoscopy has a Water risk management plan (WRMP) and conducts regular water testing as per Qld government regulations.

There has been NO Legionella in our water supply since testing was mandatory and results being submitted and published online with the regulators.

Is there something you would like to feedback or teach our staff about your care that you liked? You can become involved in improving our service in Partnering as consumers/carers? Please email us on: office@loganendoscopy.com.au, or speak directly to one of the nursing staff.

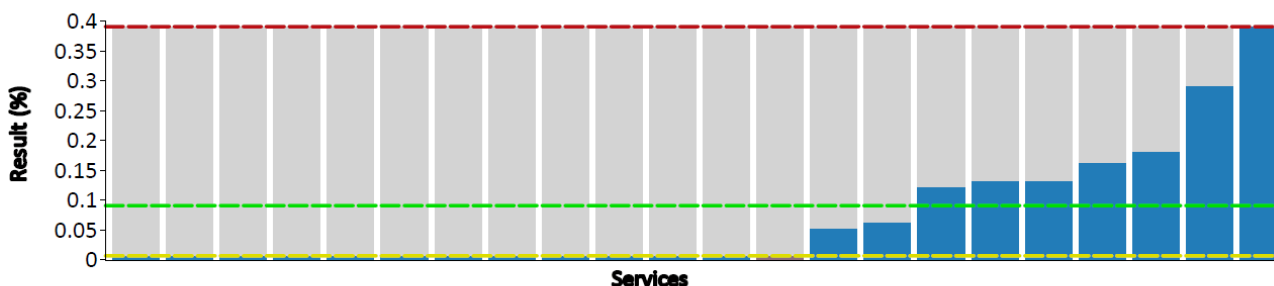
Logan Endoscopy has excellent Post-operative Nausea/vomiting Events in our last QPS benchmarking Qtr 2018 quarter period.

QPS Principal Consultants Comments Summary

11.4.5b Post-Op Nausea & Vomiting - Gastroenterology

Post-Op Nausea & Vomiting - Gastroenterology is defined as the total number of gastroenterology patients undergoing a procedure who receives an intervention by an anesthetist for post-operative nausea and vomiting, not responding to PACU protocol, in the recovery period, expressed as a percentage of the total number of gastroenterology patients admitted.

Benchmark

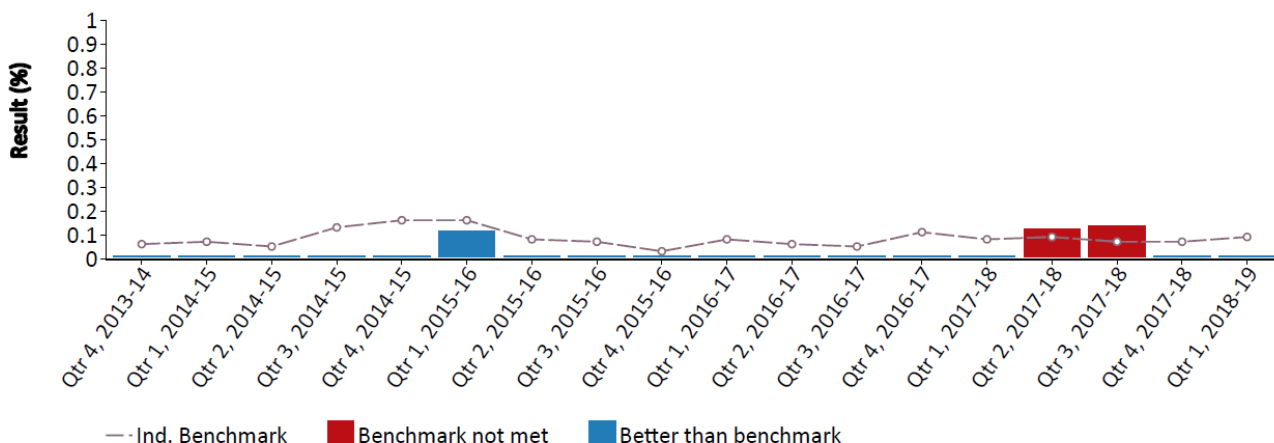


Total number of services: 22

- Peers' Results
- LES's result: 0.00
- Minimum: 0.00
- Mean: 0.09
- - Maximum: 0.39

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.09	0.39	0.00

Trend



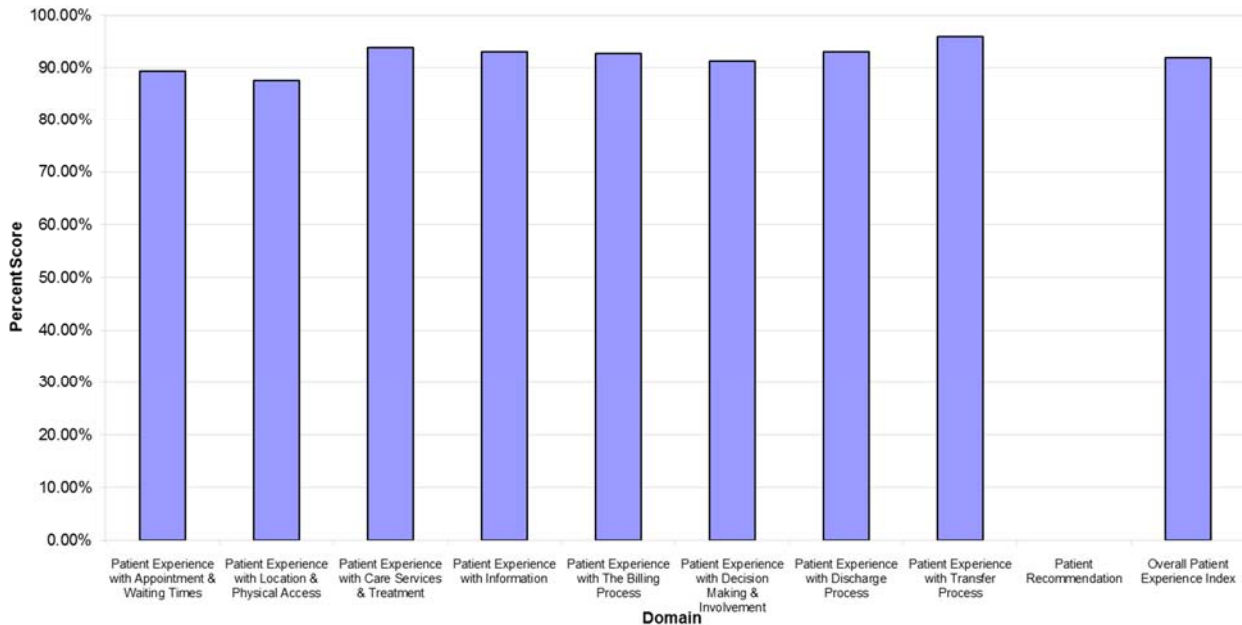
	Q4 13-14	Q1 14-15	Q2 14-15	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Ind. BM	0.06	0.07	0.05	0.13	0.16	0.16	0.08	0.07	0.03
Result	0.00	0.00	0.00	0.00	0.00	0.12	0.00	0.00	0.00
	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Q1 18-19
Ind. BM	0.08	0.06	0.05	0.11	0.08	0.09	0.07	0.07	0.09
Result	0.00	0.00	0.00	0.00	0.00	0.13	0.14	0.00	0.00

Our Overall Patient Experience Index is ~98%.



Patient Experience - Domain Results - Total % Score

Logan Endoscopy Services



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.

PATIENT SATISFACTION SURVEY 2018

	Numerator	Denominator	Percentage Score
Patient Experience with Appointment & Waiting Times	730	750	97.33%
Patient Experience with Location & Physical Access	990	1040	95.19%
Patient Experience with Care Services & Treatment	2986	3000	99.53%
Patient Experience with Information	1428	1440	99.17%
Patient Experience with The Billing Process	472	490	96.33%
Patient Experience with Decision Making & Involvement	656	675	97.19%
Patient Experience with Discharge Process	1046	1070	97.76%
Patient Experience with Transfer Process	60	60	100.00%
Patient Recommendation	992	1000	99.20%
Overall Patient Experience Index	9360	9525	98.27%