Through the scope

Feb **2016**

@logan endoscopy

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| http://www.brandsafeprotection.com/wp-content/uploads/2012/03/Safety-Quality-300x300.jpg **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 are trying to seek feedback from patients about how we may improve our communication with our clientele. We are trying to get consumer and carers’ participation by getting feedbacks on our website: http://loganendoscopy.com.au/ 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  **www.loganendoscopy.com.au**  https://hha.southrock.com/images/header_logo.png |  | **What’s New** Logan Endoscopy Service has been going through some ongoing changes since completing the National Safety & Quality in Healthcare Standards with full accreditation survey with ACHS on 5th June 2014. This is undertaken every 3 years to ensure we meet specific requirements. You may wish to review these standards in more detail. The website is: [www.safetyandquality.com.au](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 risks for complications like post polypectomy bleeding and required Endoclips to reduce post polypectomy complications. We seek feedback about our processes and invite patients & carers to provide direct feedback to our staff. 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. |

1. **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 sterilization.
2. There are increasing trends of antibiotics resistance with superbugs, like Golden Staph, VRE and ESBL. Our staff has been trained on our new infection control policies. All of our permanent nurses have completed the NSQHS Infection Control training and Surgical Safety Checklist & Time Out.
3. **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. Our nurses continue their learning @NPS Medication Safety courses.
4. **Patient Identification –** Patient id bands are now 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. **Blood and Blood Products –** We do not administer blood or blood products.
7. **Preventing and Managing Pressure Injuries** – We educate our patients about pressure injuries even though they are in the day surgery center for only a few hours via the Patient Booklet.
8. **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.
9. **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 and we did not have any falls in the past year.

# **Did you know….**

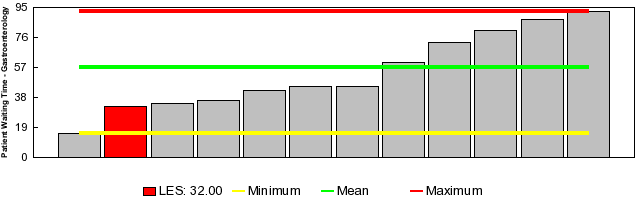
# You can get more information from our website: [*www.loganendoscopy.com.au*](http://www.loganendoscopy.com.au)

# Logan Endoscopy has zero % Post-operative Nausea/vomiting Events and zero% Patient Adverse Events in our last QPS benchmarking Dec 2015 quarter period.

# Our Patient Waiting time is excellent ranking 2nd/12 in the 1st Quartile.

## Indicator: 1.1.2.1b Patient Waiting Time - Gastroenterology

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|  | **Minimum** | **Mean** | **Maximum** |
| All Day Surgeries | 15.40 | 57.02 | 92.33 |
| All General | 36.16 | 58.37 | 92.33 |
| All Gastroenterology | 15.40 | 57.02 | 92.33 |
| All Ophthalmology | 87.51 | 88.11 | 92.33 |



# We’re celebrating 22 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.

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