

PATIENT SAFETY & QUALITY PERFORMANCE REPORT

February 2022



SouthDerm
Solutions in Dermatology

EXTERNAL ACCREDITATION AUDIT Dec 2021

Two Global-Mark assessors were onsite on the 14th December to assess our compliance with the second edition of the National Safety and Quality Health Service Standards. The day surgery was awarded the full 3 year accreditation (until March 2025) with no Not Met ratings. The Australian Commission on Safety and Quality in Healthcare now publishes all hospital accreditation outcomes on their website at: www.safetyandquality.gov.au/consumers/public-reporting-hospital-performance-nsgqs-standards

Improvements were recommended with the frequency of staff performance appraisals and the trending of graphed patient vital signs.

PATIENT EXPERIENCE SURVEY

This was completed at the end of 2021 and included a new Australian Hospital Patient Experience Question Set (AHPEQS) from the Australian Commission on Safety and Quality in Healthcare. Patients reported their views and concerns were listened to 100% of the time and overall, rated the quality of the treatment and care received as 99.38%.

- AHPEQS Overall Result = 99.17%
- Overall Patient Experience = 95.51% (QPS Benchmark = 96.01%)

"I find Southderm a very professional practice with excellent staff"

"I've had two day procedures here & the care and information has been excellent & courteous"

"I am very happy with the hygiene, cleanliness & doctors"

NEW MONITORING EQUIPMENT

New vital signs monitors have been purchased for our two operating theatres. These enhance patient safety by providing best practice monitoring during procedures in theatre.

PATIENT SAFETY AND QUALITY INDICATORS (Oct - Dec 2021)

We collect a range of indicators to monitor our service delivery and these are benchmarked with other day surgery centres through an external program run by QPS. The following indicators were selected by our Consumer Focus Group for publication:

Indicator	Our Rate	QPS Benchmark
Surgical Site Infection	1.03	N/A
Clinical Complication/Adverse Event	0.41	0.21
Patient Complaints	0.00	0.04
Unplanned Return to Theatre	0.00	0.03
Delayed Patient Discharge	0.00	8.10

The surgical site infection rate has decreased from 1.11% in 2020. All indicators were in line with or lower than the published benchmarks this quarter, apart from Adverse Events. This was related to 2 minor post-op incidents with surgical wounds which were appropriately treated. The Adverse Event rate for the whole year was lower than the benchmark.