

PATIENT SAFETY & QUALITY PERFORMANCE REPORT

June 2024



SouthDerm
Solutions in Dermatology

QUALITY ACTIVITY AND AUDIT RESULTS

We have an annual schedule of audits to monitor our compliance. Recent results include:

- **Cleaning Audit** (Mar 2024) = 94.12%
- **Observation and Response Chart Audit** (Apr 2024) = 90%
- **Risk Environment Inspection** (Mar 2024) = 95%

PATIENT/CONSUMER ENGAGEMENT

PATIENT EXPERIENCE SURVEY DEC 2023		
Category	Our Rate	QPS Benchmark
Appointment and waiting time	92.99%	91.95%
Care and Treatment	99.38%	98.10%
Information provided	98.82%	97.14%
Decision making and involvement	97.70%	95.32%
Discharge process	98.22%	96.36%
Would recommend the centre to others	92.24%	95.05%
Overall experience rating	95.90%	95.53%

Our **CONSUMER FOCUS GROUP** met on the 28th May and reviewed our audit & indicator outcomes, current business goals, patient information handouts and these newsletters. We are very grateful for the ongoing support of our patient representatives.

NATIONAL STANDARDS ACCREDITATION – SHORT NOTICE ASSESSMENTS

Mandatory short notice accreditation assessments commenced in Australian hospitals and day procedure services in July 2023.

What is accreditation? Hospitals across Australia must meet standards for safe and good quality care. During an assessment, consumers or their families may be asked to provide the assessors with information about their experiences of the health care they receive. Read about the [Healthcare Standards and Short Notice Assessments in this link.](#)

PATIENT SAFETY AND QUALITY INDICATORS (Jan-Mar 2024)

We collect and benchmark a range of indicators to monitor patient care provided. The following indicators were selected by our Consumer Focus Group for publication:

Indicator	Our Rate	QPS Benchmark
Surgical Site Infection	0.80	N/A
Patient Incidents	0.00	0.44
Patient Complaints	0.00	0.02
Unplanned Return to Theatre	0.00	0.03
Delayed Patient Discharge	0.00	9.13

All indicators were in line with or lower than the published benchmarks this quarter.