

# PATIENT SAFETY & QUALITY PERFORMANCE REPORT

Oct 2023



**SouthDerm**  
Solutions in Dermatology

## QUALITY ACTIVITY AND AUDIT RESULTS

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

- **Patient Identification, Clinical Handover and Time Out Audit** May 2023: 98.2%
- **Infection Control System Audit** Jun 2023: 97.5% (QPS benchmark = 97.9%)
- **Credentialling of Healthcare Professionals** Jun 2023: 100% (QPS benchmark = 96.9%)
- **AS4187 (Sterilisation) Compliance Audit:** 95.4%

## STERILISATION DEPARTMENT UPGRADES 2023

In June 2023 there was a significant refurbishment of our onsite sterilisation department which is used to reprocess our surgical instruments and equipment. This was done to comply with the updated version of the sterilisation standard AS4187 and is a requirement for all hospitals and day surgeries across Australia.

Our upgrades included installation of a new integrated stainless steel benchtop, reverse osmosis filtration system and two new washer disinfectors.

Our cleaning processes are now fully automated to ensure consistent outcomes for enhanced infection prevention and control

## NSW HEALTH: Quality Improvement Review Audit 24/08/2023

This onsite audit rated all areas as fully compliant.

Areas reviewed included incident management, complaints management, quality and outcome audits, risk assessments and safety inspections.

## INFECTION PREVENTION AND CONTROL

Hospital acquired infection is one of the most common complications in healthcare, although the risk and rate of incidence is lower in the day surgery sector.

To minimize the risk of infection we have patient screening processes, staff and doctor education and vaccination programs, observation audits and competency assessments, indicator monitoring and an antimicrobial stewardship program (to help prevent antibiotic resistance)

## PATIENT SAFETY AND QUALITY INDICATORS (Jul-Sept 2023)

We benchmark a range of indicators to monitor patient care provided. The following indicators were selected by our Consumer Focus Group for publication. Patient incidents were slightly higher than the benchmark this quarter, incidents were unrelated with no adverse outcomes

Indicator	Our Rate	QPS Benchmark
Surgical Site Infection	0.60	N/A
Patient Incidents	0.60	0.39
Patient Complaints	0.00	0.03
Unplanned Return to Theatre	0.00	0.04
Delayed Patient Discharge	0.00	8.62