

The following outlines how West Gippsland Endoscopy Centre meet the National Safety and Quality Health Service Standards.

**Standard 1: Clinical Governance**

West Gippsland Endoscopy Centre has regularly revised governance systems that maintain and improve the reliability and quality of patient care as well as improve patient outcomes.

Quality and Safety Committee

West Gippsland Endoscopy Centre has a Quality and Safety Committee which addresses clinical compliance and excellence. Members include Proceduralists, Anaesthetists, Director of Nursing, senior nurses, Consumer Representative and Consultants (Quality and Infection Control if required).

Quality and Safety Data/Clinical Indicators

West Gippsland Endoscopy Centre collect a number of clinical indicators that can be benchmarked against published data.

These include (but not limited to):

- Patient/Staff Complaint
- Accident/Incident for Patients, Relatives, Visitors or Contractors
- Actual or Potential Hazard/Risk
- Accident/Incident Staff
- Failure to arrive
- Cancellation of Procedure after arrival due to pre-existing medical condition, an acute medical condition, high BMI or other reasons
- Patients who experience an adverse event during care delivery
- Procedure abandoned
- Clinical Deterioration
- Unplanned return to procedure room
- Medication Error
- Adverse Drug Reaction
- Patient Fall
- Pressure Injury/skin tear
- Aggressive patients
- Delay in Discharge
- Unplanned Admission WGH/Patient Transfer
- Unaccompanied Discharge
- Discharge at own risk
- Hospital Acquired Infection

**Standard 2: Partnering with Consumers**

West Gippsland Endoscopy Centre supports active participation by consumers in the improvement of patient experiences and patient health outcomes, for continuous quality improvement.

We have a Consumer Representative that reviews all our quality and safety data, including patient feedback as well as publications.

All patients are given the opportunity to provide feedback, formally and informally. This includes a Patient Experience Survey which is based on questions which has been provided by the Australian Commission on Safety and Quality in Health Care. This feedback is treated with the utmost confidentiality may be provided anonymously. Your opinion is important to us and all feedback is de-identified and tabled at our Quality and Safety Committee meetings.

Consumer interviews may be conducted to assist with further feedback to help with planning and evaluation of our safety and quality program. Please don't hesitate to contact us if you would like to participate.

**Standard 3: Preventing & Controlling Healthcare Associated Infections**

West Gippsland Endoscopy Centre has an infection prevention and control program in place with the support of our external infection control consulting, Infection Prevention Australia. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, *Australian Standards for reprocessing of reusable instruments (AS 4187)* and the *Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards*.

West Gippsland Endoscopy Centre is also committed to the National Hand Hygiene Initiative program and conducts regular audits to ensure compliance with the 5 moments of hand hygiene.

**Standard 4: Medication Safety**

West Gippsland Endoscopy Centre has governance systems in place to reduce or eradicate the occurrence of medication incidents and improve the safety and quality of medicine use, including a current Drugs and Poisons licence with the Department of Health & Human Services, Victoria.

**Standard 5: Comprehensive Care**

West Gippsland Endoscopy Centre has Clinical pathways, based on best practice which includes preassessment assessment to ensure that we can provide the safest and most appropriate care for you and your loved ones.

This includes assessing for medical conditions that may not be appropriate for a standalone day facility or management plan to ensure we can provide a safe environment for you.

Discharge Information

West Gippsland Endoscopy Centre provides comprehensive information both before and after your procedure to assist patients to be fully informed, prepared and in control of your planning for discharge and post discharge follow up.

**Standard 6: Communicating for Safety**

West Gippsland Endoscopy Centre has governance systems in place to ensure systems for effective and structured clinical handover ensuring safe, continual and confidential patient care, the correct identification of patients and correct matching of patients with their intended treatment.

**Standard 7: Blood and Blood Products**

West Gippsland Endoscopy Centre has an exemption to this standard as no blood or blood products are administered.

**Standard 8: Recognising and Responding to Clinical Deterioration**

West Gippsland Endoscopy Centre has governance and clinical systems in use to recognize and respond to clinical deterioration promptly to ensure appropriate action is taken.

How can you help us manage Safety and Quality?

We value our patients and their carers. Please feel free to let one of the staff know if you would like to assist with reviewing any of our Safety and Quality initiatives.

Would you like further information?

Our Director of Nursing, Viv Hickmott will be very happy to discuss any questions or concerns you may have with our Safety and Quality program. She can be contacted by email manager@wgendo.com.au or phone 03 5623 0868