

## Patient Safety and Quality Care

Aesthetic Day Surgery is committed to providing safe and quality care for patients. Our experienced team of healthcare professionals, care givers and support staff are equipped to provide the highest level of surgical services. We work together with patients, and their carers and families, to ensure their safety, wellbeing and recovery.

## Our Safety and Quality Performance

PATIENT SAFETY & QUALITY INDICATORS	HOSPITAL PERFORMANCE (2017)
Accreditation	Yes
Post operative wound infection rate	0.00%
Hand Hygiene Compliance	93.10% (national average 84.43%)
Patient Falls	0
Unplanned return to theatre	0
Unplanned transfer to (overnight stay) hospital	0
Medication Safety Errors	0
Patients developing pressure injuries	0
Patient Satisfaction	Very high

### Accreditation

Aesthetic Day Surgery implements a quality management system to the International Standard AS/NZS ISO 9001:2016 and is approved by Global-Mark.

### Infection Control

Aesthetic Day Surgery takes every precaution to avoid patient infections and has a robust infection control procedure to improve patient outcomes. Aesthetic Day Surgery monitors and reviews post-operative wound infections to identify if any action is required.

### Hand Hygiene

Aesthetic Day Surgery's hand hygiene program has been developed to ensure all staff are educated in the 5 moments for hand hygiene and current hand hygiene practice.

Regular compliance audits are carried out and the results provided to the National Hand Hygiene Initiative for comparison to the national rate.

## Patient Falls

Aesthetic Day Surgery works with patients and carers to reduce the incidence of patient falls and to minimise harm from falls for patients in care. All patients are assessed to ensure that a patient's falls risk is recognised promptly, and appropriate action is taken. All patients who require post-anaesthetic care and post-procedure mobilisation are discharged with their carer to their transport in a wheelchair.

## Unplanned Return to Theatre

Aesthetic Day Surgery monitors any unplanned return to the operating room and reviews the data collected to identify if any action is required.

## Unplanned Transfer to (Overnight Stay) Hospital

Aesthetic Day Surgery monitors and reviews patients who have required an unplanned admission to hospital. Monitoring of this information is very important as it provides information as to the effectiveness of our admission and discharge planning procedures.

## Medication Safety

Aesthetic Day Surgery has medication procedures in place which have been developed using best practice principles. Aesthetic Day Surgery takes all medication errors very seriously. We encourage staff to report any errors. All medication incidents are investigated and actioned.

## Pressure Injury Prevention

Pressure injuries are wounds which form as a result of prolonged pressure to an area of the skin. Aesthetic Day Surgery staff work with patients and their carers to prevent these injuries from occurring.

Aesthetic Day Surgery is well equipped to assist staff in preventing these injuries from occurring. All patients are assessed on admission to ensure patients with a pressure area risk are recognised promptly and appropriate precautions taken.

## Patient Satisfaction

A high level of patient satisfaction is part of our ADS vision and at the forefront of every ADS team member's mind. We encourage you to share your thoughts and suggestions with us on every aspect of your care at Aesthetic Day Surgery.

All feedback received from patients whether during our pre op calls, on the day of surgery from the patient or carers directly to our staff, via our patient survey or in the follow up post-surgery calls, is collected and shared with all members of the ADS team. All incidents are reported, reviewed and system improvements agreed and relevant staff trained on new processes as part of our quality management system.