

How do we manage our Safety and Quality

Infection Prevention and Control

The Digestive Health Centre has a comprehensive infection prevention and control program in place. Our facility is 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.

Hand Hygiene Australia Program

The Digestive Health Centre is committed to the Hand Hygiene Australia program and conducts regular compliance audits.

Clinical Indicators

Clinical indicators are measures of elements of clinical care, which may, when assessed over time, provide a method of assessing the quality and safety of care. The Digestive Health Centre collects a number of clinical indicators that can be benchmarked against published data. These include:

- Failure to arrive
- Unplanned transfer to another facility
- Bowel Preparation Inadequacy
- Failure to reach the Caecum
- Post-Operative Nausea and/or Vomiting
- Post Polypectomy Bleed
- Cancellation after arrival due to pre-existing medical condition, acute medical condition/administration or organisation reason
- Medication error/Adverse drug reaction
- Unplanned return to operating room within 1 Month
- Hospital acquired infection
- Patient falls

Discharge Information

The Digestive Health Centre provides comprehensive information both before and after procedures to assist patients to be fully informed, prepared and in control of planning for discharge and post discharge follow up.

Patient feedback

All patients are given the opportunity to provide feedback, formally and informally. This feedback is treated with the utmost confidentiality and may be provided anonymously. Your opinion is important to us so when you receive a survey, we encourage you to take the time to fill it in.

The Digestive Health Centre endeavours to call all patients the next day following their procedure to check on their condition and patients then have the opportunity to provide feedback at this time. The exception to this is Sunday and Public Holidays.

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 will be very happy to discuss any questions or concerns you may have with our Safety and Quality. She can be contacted by phone (03) 9791 8788.

Meanwhile, we are here to assist you so please do not hesitate to ask for assistance at any time.

Version	Date	Author	Description
1	16/01/2014	DON	Initial Document
2	20/10/2014	IM	Removal of DON name
3	26/09/2016	IM/ADON	Added unaccompanied discharge & public hols/Sunday
4	24/07/2018	DON	Removed unaccompanied discharge