

'The secret of getting ahead is getting started'

Mark Twain

CONTACT INFORMATION

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Partnering with Consumers



UPDATES

Quality, Innovation and Excellence Awards

The Quality, Innovation and Excellence Award nominations have come to a close, thank you to all those that have taken part and placed entries for the awards. There has been a total of 26 nominations placed, across both Clinical and Corporate areas.

Shortlisting is currently taking place with the announcement of award winners taking place at the BHS AGM on Monday 30th November 2015
GOOD LUCK TO ALL!



STANDARD 2 UPDATE - COMPLAINTS & COMPLIMENTS



Since January 2015 we have collected 453 items of feedback from our patients, carers and families. Feedback is collected via a number of strategies including:

- Complaints and compliments
- Media
- Surveys - such as VHES
- Patient Experience Trackers

During October we received 30 new formal complaints and 8 new formal compliments. Most of these originated from the patient's experience at the Base Hospital site.

Positive feedback received this month included:

"Staff listening, providing emotional support and treating patients, their families and carers with dignity & compassion."

"Access to safe, effective and high quality healthcare delivered by skilled staff"

"Everyone treated with such kindness and efficiency."

"The doctors and nursing staff all demonstrated a level of care and generosity of spirit that restores my faith in the public health system."

Staff were "caring, professional and willing to communicate" with the patient.

Feedback in relation to the need for improvement:

"Poor communication between staff, patients and their families."

STANDARD 1 AUDITS & SURVEYS - DECEMBER 2015



December is fast approaching, maybe get one step ahead and start your areas meeting and documentation survey before the silly season approaches....

The following audits and surveys that are required to take place:

Meeting Survey 2015 - Staff: <https://www.surveymonkey.com/r/52GDHT3>

Meeting Survey 2015 - Managers: <https://www.surveymonkey.com/r/5YW5M3T>

Clinical Documentation Audit

QuIC representatives for your area will assist and discuss these audits with you.

STANDARD 3 AUDIT UPDATE - OCTOBER



Staff Knowledge of Infection Control Audit

Good response received, 15 areas submitted data. Thank you to the Link Nurses for assisting with the audit. Reports currently being finalised for all audits and areas submitted.

STANDARD 8 AUDIT UPDATE - OCTOBER



Pressure Injuries Strategies Audit

Thank you to all those areas that have submitted their audits so far.
Reports currently being finalised for all audits and areas submitted.



Focus month for November is Standard 5 Patient ID & Procedure Matching - See over page for details



REMEMBER



NOVEMBER

PATIENT IDENTIFICATION

WHEN?

- Prior to administration of treatment, therapies or examinations
- Transfer of care
- Food service

WHY?

To ensure the correct patient for:

- The correct exam or therapy
- Medication
- Handover
- Consultation

Correct Identification is important to YOUR Safety

Please be patient while we check your details

Our Staff will be asking you to confirm your

- ☒ FULL NAME
- ☒ DATE OF BIRTH
- ☒ STAFF WILL ALSO BE CHECKING YOUR IDENTIFICATION BAND

We thank you for your co-operation & understanding

INPATIENT POSTER

Correct Identification is important to YOUR Safety

Please be patient while we check your details

Our Staff will be asking you to confirm your

- ☒ FULL NAME
- ☒ DATE OF BIRTH
- ☒ ADDRESS

We thank you for your co-operation & understanding

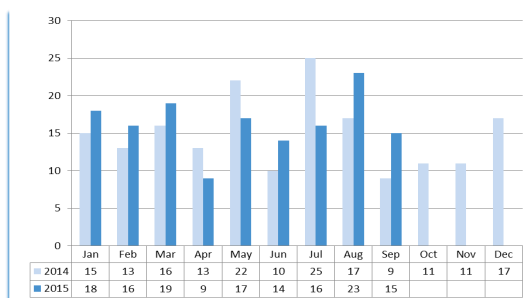
OUTPATIENT POSTER

Do you have your Patient ID Posters displayed? If you do not have any...please advise
Alison Eldridge in the GARMU— e:alisonel@bhs.org.au or p: 98571

STANDARD 5 AUDITS - NOVEMBER

- Wrist Band Audit
- WHO Timeout Audit
- Patient ID Audit

STANDARD 5 INCIDENTS REPORT - 2015



Most common Patient Identification incidents:

- Incorrect notes in another patients MR
- Incorrect ID label on forms
- Incorrect paper filing in another patients MR
- Patients had no ID bands on
- Data entered electronically into the incorrect E-form
- Information on the ID band was incorrect

TOTAL INCIDENTS FOR 2015 (TO DATE): 199

TOTAL INCIDENTS 2014: 235

INTERVENTIONAL SAFETY CHECKLIST

WHO Timeout Checklist ensures:

- Correct patient
- Correct side
- Correct procedure
- Safety (staff identified, specimen, collected, any equipment faults)

Interventional Safety Checklist
Read each dot point and wait for response before moving on

Before any sedation or anaesthesia >>>>	Before intervention >>>>	Before patient leaves procedure room
SIGN IN	TIME OUT	SIGN OUT
PATIENT CONFIRM <ul style="list-style-type: none">• IDENTITY• SITE• PROCEDURE• CONSENT	CONFIRM ALL TEAM MEMBERS HAVE INTRODUCED THEMSELVES BY NAME AND ROLE <ul style="list-style-type: none">• CONFIRM<ul style="list-style-type: none">• PATIENT• SITE• PROCEDURE• ANTICIPATED CRITICAL EVENTS REVIEWED BY PROCEDURALIST:<ul style="list-style-type: none">• CONSENT• OPERATIVE DURATION• ANTICIPATED BLOOD LOSS• ANAESTHESIA TEAM REVEALS:<ul style="list-style-type: none">• ANY PATIENT SPECIFIC CONCERNS?• NURSING TEAM REVEALS:<ul style="list-style-type: none">• ANY STERILITY OR EQUIPMENT CONCERNS?• ANTIBIOTIC PROPHYLAXIS• DVT PROPHYLAXIS	NURSE VERBALLY CONFIRMS WITH THE TEAM: <ul style="list-style-type: none">• THE NAME OF THE PATIENT AND PROCEDURE RECORDED CORRECTLY ON AN APPROPRIATE MR FORM• CONFIRM COUNT IS CORRECT• SPECIMEN<ul style="list-style-type: none">• PATIENT LABELS CORRECT SITE AND ORIENTATION SPECIMEN IN JAR• EQUIPMENT PROBLEMS• ISSUES RAISED FOR HANDOVER

INTERVENTIONAL SAFETY CHECKLIST