

'Every action is an opportunity to improve'

Mark Groban

CONTACT INFORMATION

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Acute Inpatient Units/Dialysis/Medical Day Unit (MDU) & HITH



Standard 6 Portfolio
Clinical Handover

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Procedural Units & Chemotherapy Day Unit



Standard 5 Portfolio
Patient ID & Procedure Matching

Anna Wong Shee Ext. 96884
Woman's & Childrens Unit/Specialist Clinics



Standard 10 Portfolio
Preventing Falls & Harm from Falls

Christine Tauschke Ext. 96884
Emergency/Critical Care Units



Standard 9 Portfolio
Clinical Deterioration & Resuscitation

Cathy Caruso m: 0418387733
ABI Service/Audiology/Allied Health/CASA
Community Programs/Dental Services/
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Sub Acute Inpatient Programs

Alison Eldridge Ext. 98571
Administrative Support /Audit & Evaluation Tool
Specialist

Wendy McLeod Ext. 94629
Transfusion Clinical Nurse Consultant
Standard 7
Safe Blood & Blood Products



Lisa Todd Ext. 98573

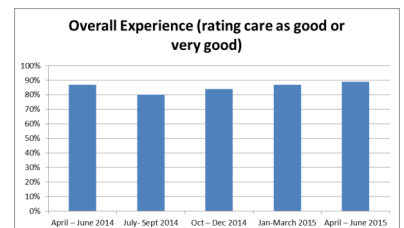
Standard 2 Portfolio
Partnering with Consumers



Victorian Healthcare Experience Survey (VHES)

Since April 2014, patients who have been admitted to BHS at the Base Hospital, or the QE site may have received a patient survey in the mail, asking a series of questions about their health care experience at Ballarat Health Services.

The survey, called the Victorian Healthcare Experience Survey (VHES) is a quarterly survey and covers a range of questions asking the patient about 'the information provided by the doctors and nurses', to the cleanliness of the ward area the patient was cared for. Analysis shows that if we improve the care and treatment provided by nurses, teamwork between doctors and nurses and the discharge process, patients' overall experience of their healthcare is likely to improve.



REMINDER — QUALITY AWARDS NOMINATIONS

Have you submitted your nomination for the Quality Awards?

Nominations can be submitted via email to Mary Cushing (marycush@bhs.org.au) and must include:

- Name of nominated project
- Key contact for the submission
- Riskman Q number

Submissions must be received by COB Friday 16 October 2105



AUDITS THIS MONTH

- PI Strategies Audit (Std. 8 to notify NUMs and Portfolio holders)
- National Hand Hygiene (HH) Audit occurring in **2N, 3N, 4S, ED** and **ICU**
- DD Book Audit to be undertaken. (Std 4. to notify NUMs and Portfolio holders)

STANDARD 9 AUDITS & SURVEYS UPDATE - SEPTEMBER

Observation and Response Chart audits
94 Audits September & 14 Clinical Reviews

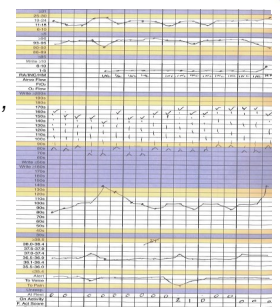
'Liaison nurse service/ MET call involvement/ REACH awareness'
75 staff responded

'Patient awareness of R.E.A.C. H. Questionnaire'
20 patients & family members interviewed to date.

Throughout September.....

Clinical Escalation audit **96** Clinical review requests were captured in the paging system

Reports currently being finalised for all audits and areas



Focus month for October is Standard 3 Preventing & Controlling Healthcare Associated Infections — See over page for details



WHO ARE WE?

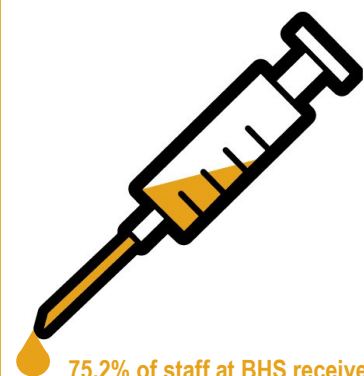
The intention of Standard 3 is to minimise the risk for patients in acquiring preventable infections and to enable the effective management of infections when they occur by using evidence – based strategies

The Infection Prevention & Control team are:

Sue Flockhart, Allison Hodge, Catrice Grahame, Fran Plucke, Sue Poynton & Jane Armstrong

Call us on 94788

STAFF HEALTH/IMMUNISATIONS



- Ensure immunisation status is up to date
- Work place immunisations are provided free of charge
- Staff Immunisation Clinic (p:98800) available on Monday, Wednesday, Thursday & Friday

75.2% of staff at BHS received the Influenza vaccine in 2015. 5% more than 2014

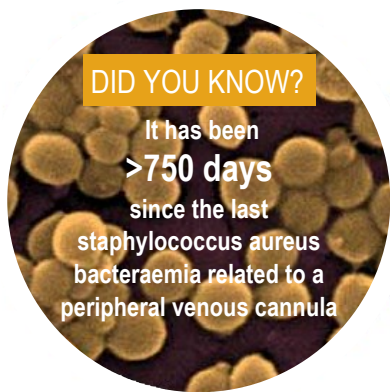


BHS Hand Hygiene compliance rate for the National Hand Hygiene audit was 80.2%

The National Hand Hygiene compliance rate now requires 80% compliance or more for each audit period.

STANDARD 3 AUDITS & SURVEYS

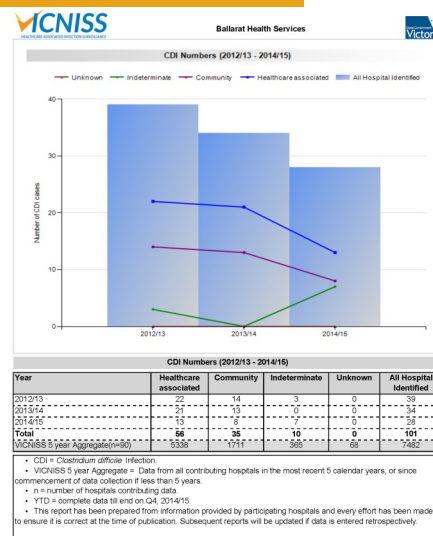
- National Hand Hygiene (HH) Audit in October occurring in 2N, 3N, 4S,ED & ICU.
- Please forward any remaining Audit of 'Staff Knowledge of Infection Control' in the internal mail to 'Infection Control- BRICC2'.
- Aseptic Technique observational audits due in December



DID YOU KNOW?

It has been >750 days since the last staphylococcus aureus bacteraemia related to a peripheral venous cannula

CDI NUMBERS REPORT



At least half of all healthcare associated infections are thought to be preventable

How do we prevent this from happening?

INFECTION PREVENTION & CONTROL STRATEGIES

- Hand hygiene
- Antimicrobial stewardship
- Aseptic technique
- Transmission based precautions
- Cleaning, disinfection and sterilisation
- Surveillance of infections and multi resistant organisms
- Communicating with each other

EDUCATION

E3 Learning Modules
PDP Sessions — See PDP Calendar for details: <http://bhsnet/node/5138>

HELPFUL TIP

Infection control referrals on BOSSnet is a great communication tool.