

QUALITY PROGRAM OUTCOMES and Accreditation 2019

Focus Eye Centre is an accredited Day Procedure Centre and Specialist Ophthalmic Practice. We are licenced by the NSW Ministry of Health and specialise in providing Medical and Surgical Eye care services. We are constantly reviewing and improving our processes to meet the needs of our patients. We invest in our staff and in the latest technology and equipment available.

What is Accreditation?

Accreditation is independent recognition that an organisation meets the requirements of defined criteria or standards.

At Focus Eye Centre we run a Quality Management System to meet the requirements of the (NSQHS) National Safety and Quality Health Service Standards.

To maintain accreditation Focus Eye Centre is independently audited against these criteria every 3 years.

Our Quality outcomes for 2019 include:

Patient Satisfaction and Partnering with Consumers

Ongoing feedback is collected from patients via surveys and satisfaction questionnaires. This information is presented and discussed at Quality Improvement Committee meetings attended by doctors, staff and consumer appointed representative, who provides a patient perspective to the committee. Improvements are made as a result of issues discussed.

In 2019 a consumers provided input resulting in a number of improvements to our processes.

- A patient reported that the video program was too fast for patients to read the information displayed. The slides were reviewed and the program was slowed down. Feedback indicates that the slides are displayed now at a more agreeable pace for patients.
- A patient having Laser surgery noted that the instructions provided indicated that eye drops need to be kept in the refrigerator, but packaging on drops said store below 25degrees. The information has been reviewed and updated accordingly.

Feedback forms are available in the waiting room at Kingsford and Double Bay and on our website. We aim to address the needs of all patients and carers attending the Centre. Staff speak a range of languages including Chinese, Greek, Vietnamese and Russian.

We embrace our multicultural diversity. Pre and post-operative Cataract surgery information is also available in Chinese and Greek. Patients can also access information via our website. The Centre has implemented information in line with the Australian Charter of Healthcare Rights. Copies are available in the waiting room, booking office and on our website.

Preventing and Controlling Health Associated Infections

Maintaining a high standard of Infection Prevention is our priority.

In 2019 1149 procedures were carried out in our Theatre suite.

619 Cataract surgery procedures were carried out with no resulting infections.

366 Intravitreal Injection treatments for Macular Degeneration were carried out with one infection resulting. Our rates are comparable with infection rates experienced at other eye Centres. We continue to monitor and improve our processes to eliminate infections.

A hand hygiene program has been implemented to monitor and improve compliance for staff and Doctors in hand hygiene. Our Antimicrobial Stewardship program reviews the use and prescription of antibiotics, in line with approved prescribing guidelines. This program aims to reduce Antimicrobial Resistance.

Falls Prevention

In 2019 there were no falls reported for patients attending the Centre.

Medication Safety

The Centre has implemented a medication safety management system in line with the NSQHS standards. One medication error occurred with reconstitution of antibiotics used in surgery. The correct medication was given however the dilution was stronger than protocol. No adverse outcome resulted. Staff training and review of protocols was carried out. No further issues have resulted.

A medication safety Audit was carried out indicated 100% compliance.

Additional Reporting

A risk management approach is taken to all incidents, accidents, complications, compliments and complaints occurring at the Centre. Issues are reported and addressed at Quarterly Quality Improvement meetings.

The Centre participates in ACHS Clinical Indicator reporting. Comparison of results is across a wide range of participating hospitals and day procedure centres. We continue to have low rates and compare favourably to other centres.

As members of an Ophthalmic Benchmarking group we compare results with similar Day Surgery Centres in Infection Rates and Infection Control, Falls incidence and Risk Management. Copies of Audits carried out are available on request.

In 2019 all incidents were managed and any complaints were resolved by management.

Staff Education and Presentations

The Centre has an ongoing commitment to education and training.

In 2019 staff received training in line with the requirements of the NSQHS standards including firefighting and evacuation, manual handling, infection control, hand hygiene, open disclosure, patient centred care and medication safety. Our Doctors and staff continue to participate in continuing professional development and have provided presentations at conferences and meetings both in Australia internationally.

Further Information regarding the NSQHS standards www.safetyandquality.gov.au