

QUALITY PROGRAM OUTCOMES ANNUAL REPORT 2020

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 have a comprehensive quality improvement program in place to ensure a focus on best practice, patient-centered care. We invest in our staff and in the latest technology and equipment available.

What is Accreditation?

Accreditation is an independent verification that an organisation meets the requirements of defined standards. At Focus Eye Centre we are accredited to the National Safety and Quality Health Service Standards, second edition. To maintain accreditation Focus Eye Centre is independently audited against these standards every 3 years. Our current accreditation period expires in November 2023.

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 directors.

The Patient Satisfaction Survey conducted in September 2020 showed 100% satisfaction with:

- the care and treatment provided
- individual needs being met
- feeling cared for
- involvement in decisions about treatment and care
- information provided

Some of the written comments received were:

- *I was favourably impressed with all my treatment - thank you.*
- *I very much liked the architecture of your hospital*
- *Everyone was very professional*
- *All staff were a pleasure to deal with. Many thanks.*
- *All very clearly explained*
- *The Anaesthetist was very good at meeting my special needs. I initially felt nervous but the anaesthetist put me at ease and made the experience actually one that was good!*

There were no patient complaints in 2020.

The consumer representative on our Quality Committee resigned in 2020. We will be setting up a Consumer Focus Group in 2021 to provide a forum for ongoing partnership with our patients.

Preventing and Controlling Healthcare Associated Infections

Maintaining a high standard of Infection Prevention and Control is essential for patient safety. Our infection rate in 2020 was 0.1%, lower than comparable industry benchmark rates.

An audit conducted in September showed 100% compliance with use of antibiotics for surgical prophylaxis in line with the Antimicrobial Stewardship protocol.

We improved our Antimicrobial Stewardship protocol for Cataract surgery in 2020 with the addition of an alternative antibiotic (Moxifloxacin) that can be used for surgical prophylaxis in patients who are allergic to the antibiotic recommended by the Therapeutic Guidelines (Cephazolin).

We conduct regular hand hygiene audits by observing our clinical staff and doctors providing care. The audit from July to November 2020 showed an overall compliance rate of 79% which was lower than the National Average rate of 87.6%. These results have been shared with staff and doctors and the required procedures have been reinforced. All staff and doctors complete mandatory annual hand hygiene education and assessment. Follow up audits will be conducted.

Safety and Quality Indicators		
Indicator	Our Rate	Benchmark Rate¹
Medication Incidents	0.00%	0.02%
Falls	0.00%	0.00%
Unplanned Return to Theatre	0.00%	0.04%
Unplanned Transfer	0.00%	0.68%

Medication Safety

A Medication Safety Audit was completed with 95% compliance achieved. The latest version of the Schedule 8 Drug Register has now been purchased for more complete record keeping.

COVID-19 Pandemic Management

The pandemic led to the implementation of many new processes to manage the risk of transmission in our centre which included:

- Covid-19 online education completed by all staff and doctors
- Contact tracing and screening of everyone who enters the centre in line with current guidelines
- Masks required in line with current NSW Health recommendations
- Careful management of PPE (masks, gloves) to ensure adequate supplies
- Perspex screens installed at Reception desks
- Increased cleaning frequencies
- Relocation of waiting room furniture for social distancing

¹ Rate sourced from either the ACHS Australasian Clinical Indicator Report 2012-2019 or the Ophthalmic Day Surgery Benchmarking Group