

QUALITY PROGRAM OUTCOMES ANNUAL REPORT

January – December 2021

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.

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.

Safety and Quality Indicators		
Indicator	Our Rate	Benchmark Rate¹
Medication Incidents	0.00%	0.01%
Unplanned Anterior Vitrectomy	0.21%	0.38%
Unplanned Discharge Delay	0.09%	0.37%
Unplanned Return to Theatre	0.00%	0.04%
Unplanned Transfer	0.09%	0.68%

Internal Audit Results	
Audit	Result
Credentiailling of Visiting Medical Officers	100%
Fire Safety Checklist	100%
Infection Control Audit	94%
Personnel Files Audit	100%
Privacy Act Compliance	100%
Risk Management Audit	96%

¹ Rate sourced from the ACHS Australasian Clinical Indicator Report 2012-2019
COM_949 Quality Program Outcomes Annual Report Jan - Dec 2021

Preventing and Controlling Healthcare Associated Infections

Maintaining a high standard of Infection Prevention and Control is essential for patient safety.

Our infection rate in 2021 was 0.09%, lower than comparable industry benchmark rates.

We conduct regular hand hygiene audits by observing our clinical staff and doctors providing care. Audits conducted between July and November 2021 showed an overall compliance rate of 84.8%, slightly below the national benchmark rate of 88.1%. Detailed audit results have been published with update education for all clinicians.

Patient Satisfaction and Partnering with Consumers

Ongoing feedback is collected from patients via surveys and satisfaction questionnaires. This information is presented and discussed at committee meetings attended by doctors, staff and directors. These are the results from the survey conducted in November 2021.

1	Views and concerns were listened to	100%
2	Individual needs were met	100%
3	When a need could not be met, staff explained why	92%
4	Felt cared for	95%
5	Involved as much as I wanted in decisions about treatment/care	95%
6	I was kept informed as much as I wanted about my treatment/care	95%
7	Staff communicated with each other about my treatment	95%
8	Pain relief met my needs	95%
9	Felt confident in the safety and my treatment/care	100%
10	Easy to find and access the centre	95%
11	Written instructions easy to understand	95%
12	Overall rating of treatment and care provided	95%

Some of the written comments received were:

- *Calm and caring behaviour meant a lot. Both anaesthetists were excellent.*
- *Thanks for a professional and caring service.*
- *The doctors and nurses were excellent.*
- *I was treated with exceptional care from my first appointment until my very last. I would not hesitate to recommend Dr Smith and his team at Focus Eye Centre.*
- *Excellent in all areas including the Anaesthetist.*
- *Overall a very good experience. Care was excellent. Great staff and teamwork.*

There were no patient complaints received in 2021.