

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 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 assessed against these standards every 3 years. Our current accreditation period expires in March 2024, so we will have our next onsite assessment late in 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 committee meetings attended by doctors, staff and directors. These are two of our survey results from 2022.

| No. | Question | Mar 2022 | Nov 2022 |
|------------|---|-----------------|-----------------|
| 1 | Views and concerns were listened to | 100% | 100% |
| 2 | Individual needs were met | 100% | 100% |
| 3 | When a need could not be met, staff explained why | 100% | 100% |
| 4 | Felt cared for | 100% | 100% |
| 5 | Involved as much as I wanted in decisions about treatment/care | 100% | 100% |
| 6 | I was kept informed as much as I wanted about my treatment/care | 100% | 100% |
| 7 | Staff communicated with each other about my treatment | 100% | 100% |
| 8 | Pain relief met my needs | 100% | 100% |
| 9 | Felt confident in the safety and my treatment/care | 100% | 100% |
| 10 | Easy to find and access the centre | 98% | 100% |
| 11 | Written instructions easy to understand | 100% | 100% |
| 12 | Overall rating of treatment and care provided | 99% | 100% |

Some of the written comments received were:

- *Calm, peaceful environment with lovely caring staff*
- *The staff and doctors made me feel comfortable and safe before and after my surgery.*
- *Very happy with the treatment and results*
- *Felt well cared for an informed*
- *The courtesy and care of the staff made a strong impression*
- *The staff have excellent communication skills and are friendly and helpful*

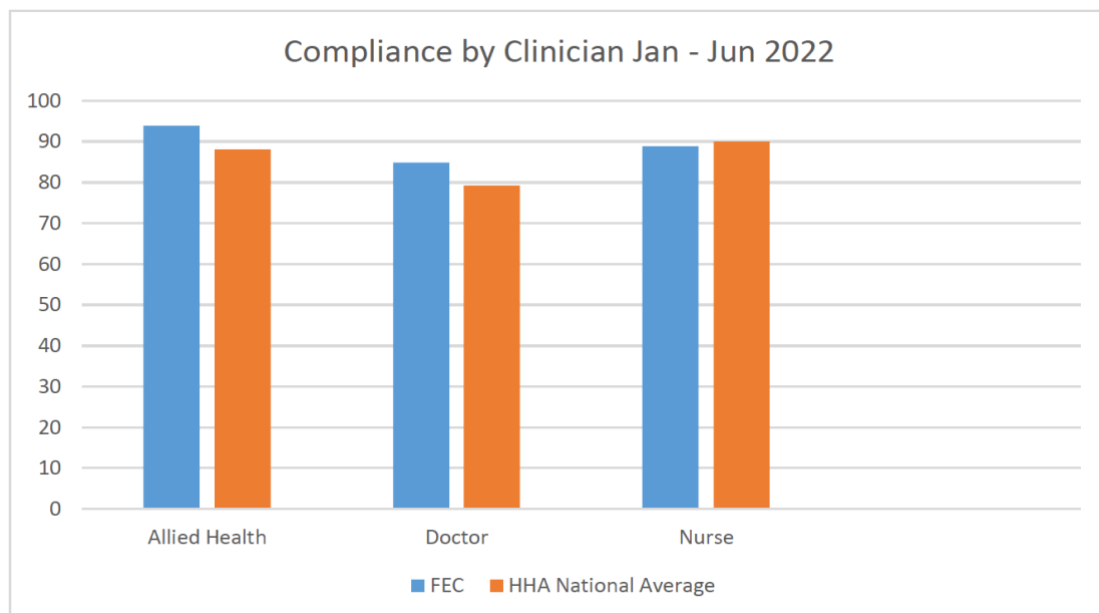
There were no patient complaints received in 2022.

| Safety and Quality Indicators | | |
|-------------------------------|----------|-----------------------------|
| Indicator | Our Rate | Benchmark Rate ¹ |
| Medication Incidents | 0.00% | n/a |
| Unplanned Anterior Vitrectomy | 0.51% | 0.42% |
| Unplanned Discharge Delay | 0.09% | 0.34% |
| Unplanned Return to Theatre | 0.00% | 0.06% |
| Unplanned Transfer | 0.00% | 0.53% |

Preventing and Controlling Healthcare Associated Infections

Maintaining a high standard of Infection Prevention and Control is essential for patient safety. Our infection rate in 2022 was 0%, lower than comparable industry benchmark rates.

We conduct regular hand hygiene audits by observing our clinical staff and doctors providing care. Our audits throughout 2022 showed high levels of compliance by clinician compared with the National Average published by the Australian Commission for Safety and Quality in Healthcare. (Allied Health is our Orthoptists)



Antimicrobial Stewardship

Any patient having surgery must be given antimicrobial prophylaxis in accordance with the current Therapeutic Guidelines or evidence-based, locally endorsed guidelines. This includes recommendations about the need for antibiotics, choice of medication, dose, route and timing of administration. Audits of our patient's records in 2022 showed 100% compliance with these guidelines.

¹ Rate sourced from the ACHS Australasian Clinical Indicator Report 2014-2021
 COM_1007 Quality Program Outcomes Annual Report Jan - Dec 2022 v2