

INTRODUCTION

Focus Eye Centre is an Accredited and Licenced Day Procedure Centre (licenced by NSW Health) including Specialist Ophthalmology Consulting Practice. It is owned and operated by Ophthalmologists Dr Richard Smith and Dr Margaret Kearns.

Visiting Ophthalmologists and Anaesthetists are credentialled and accredited to work at the Centre.

The Day Procedure Centre is located in Kingsford and consists of 2 theatres:

- one for excimer laser treatment only
- an operating theatre designed for cataract surgery, other ocular procedures and oculoplastic work.

The surgical suite includes a recovery area with 2 reclining chairs and a patient trolley. Other areas of the building are equipped for patient consultations and assessments.

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 which meets the requirements the (NSQHSS) National Safety and Quality Health Service Standards.

[Australian Commission on Safety and Quality in Healthcare](#)

The NSQHS (National Safety and Quality for Health Service) Standards are administered by the Australian Commission for Safety and Quality in Healthcare (ACSQHC). They provide a nationally consistent statement of the level of care consumers should expect to receive from health services.

Refer to this Fact Sheet on the National Standards:

[Fact Sheet 1: Introduction to the National Safety & Quality Health Service Standards 2nd ed](#)

Refer to this Fact Sheet on the Accreditation process:

[Fact Sheet 2: Accreditation of Health Services in Australia](#)

From July 2023 all onsite accreditation assessments are being conducted with mandatory short notice assessments conducted at short notice, with one business day's warning. [Fact Sheet: Short Notice Assessments.](#)

Focus Eye Centre is committed to an ongoing cycle of monitoring and review of processes to ensure the highest possible standard of care to patients is maintained.

To monitor patient care we collect a range of data to review outcomes managed using an online Quality Management Software LOGIQC. Quality measures include the following:

- Patient & Staff Satisfaction
- Complaints and Compliments
- Patient and Staff Incidents
- Infections
- Medication errors

- Falls
- Clinical Complications
- Credentialling of Clinical staff
- Audits (Cleaning, Environmental Risk Inspection, Fire Safety, Hand Hygiene, Medication Management, Medical Record Documentation, Patient Identification and Clinical Handover)

CLINICAL GOVERNANCE

The Governing Body (GB): The Governing Body is responsible for the clinical and corporate governance of the centre and strategic management of the centre. It consists of the Directors, Practice Manager, Nurse Unit Manager, Clinical Coordinator, Bookings Coordinator and VMO Associates. This is the highest level of governance responsible for safety and quality of patient care, financial and business planning. The Governing Body meets at least twice a year.

Medical Advisory Committee (MAC): The MAC consists of a panel of at least 5 Ophthalmologists/Anaesthetists (including the company directors) and meets twice a year. The key purpose of the medical advisory committee is to provide a forum for the communication between the Governing body, the Visiting Medical Officers (VMOs) and the Centre to ensure the safe provision of patient medical services. This committee oversees credentialling of doctors and clinical outcomes.

Quality Improvement Committee (QI): The Quality Improvement (QI) Committee is the main forum for review of quality outcomes and communication between management and staff. The meeting is attended by the Directors, all staff and VMO Associates. The QI committee meets four times per year and reviews incidents and indicators, audit outcomes, patient feedback, staff education and satisfaction, maintenance and WHS. This committee makes recommendations to the Governing Body regarding changes or improvements required.

PARTNERING WITH CONSUMERS

Consumer engagement is an integral part of our work. In order to meet patient needs and enhance service provision we engage with consumers to review quality outcomes, patient feedback and patient information provided.

Consumer engagement is through:

- Informal feedback
- Patient Satisfaction surveys and written feedback
- Interviews with consumers for review of outcomes, patient information and service planning
- Consumer Partnership Plan

Refer to this Fact Sheet for Information on Partnering with Consumers:

[Fact Sheet 3: Partnering with Consumers](#)