

# QUALITY and SAFETY OF PATIENT CARE IN HAMMONDCARE HEALTH AND HOSPITALS

Management and staff of HammondCare use a Quality System to formally assess, monitor and evaluate all areas of service provided as well as monitor and respond to patient feedback. Opportunities to make improvements in care and services are found in a variety of different mechanisms. One of these methods is through the collection of clinical data and measuring the data against key performance indicators. Some of the clinical data we collect is compared against other similar hospitals. The data we collect, analyse and measure includes;

- Healthcare associated infections
- Hand Hygiene
- Incidence of falls
- Incidence of pressure injuries

The clinical data collected is provided to the highest level of HammondCare's Governance structure including the Quality, Safety and Risk Subcommittee of the HammondCare Board, the Leadership Team for HammondCare Health and Hospitals and Clinical and Quality Management Advisory Committees. These committees review all relevant data at the appropriate level as well as local review by Multidisciplinary Teams at ward level.

## Healthcare Associated Infections

HammondCare Health and Hospitals take infection control measures to minimise infections acquired in our healthcare settings. HammondCare's infection control program includes the use of regular and thorough hand hygiene by health care workers, the use of personal protective equipment such as gowns and gloves and the appropriate cleaning and handling of equipment and laundry.

The following information shows *S. aureus* bloodstream infections acquired while receiving care at this hospital.

Year	Cases	Days of patient care under surveillance	Rate
2012-13	2	25,236	0.79
2011-12	2	25,767	0.78

In 2012-13, there were 2 cases reported during 25,236 days of patient care. The rate of infection was 0.79 cases per 10,000 days of patient care.

## Hand Hygiene Initiative

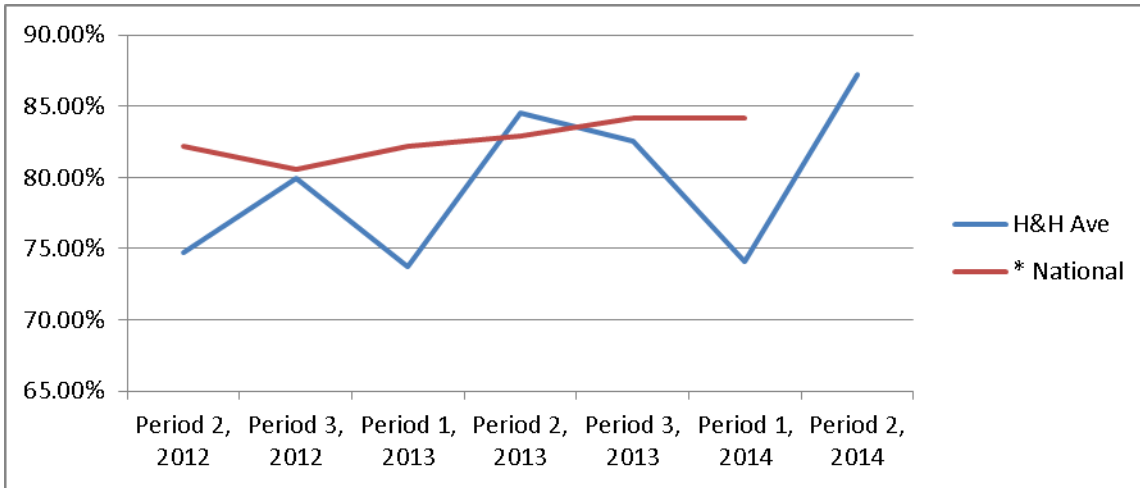
Internal and external benchmarking is one ongoing strategy to ensure compliance of staff hand hygiene. HammondCare Hospitals have been participating in the Hand Hygiene Australia initiative since 2012. This has seen improvements in hand hygiene including placement of additional hand sanitiser dispensers in public areas throughout the hospitals, making those readily accessible to staff, patients, families and visitors. The hand hygiene practice of all staff is continually monitored and practices are rectified as identified in ongoing auditing.

The Hand Hygiene Compliance data for HammondCare Hospitals against the National benchmark of smaller and sub-acute hospitals is shown below for your further information.



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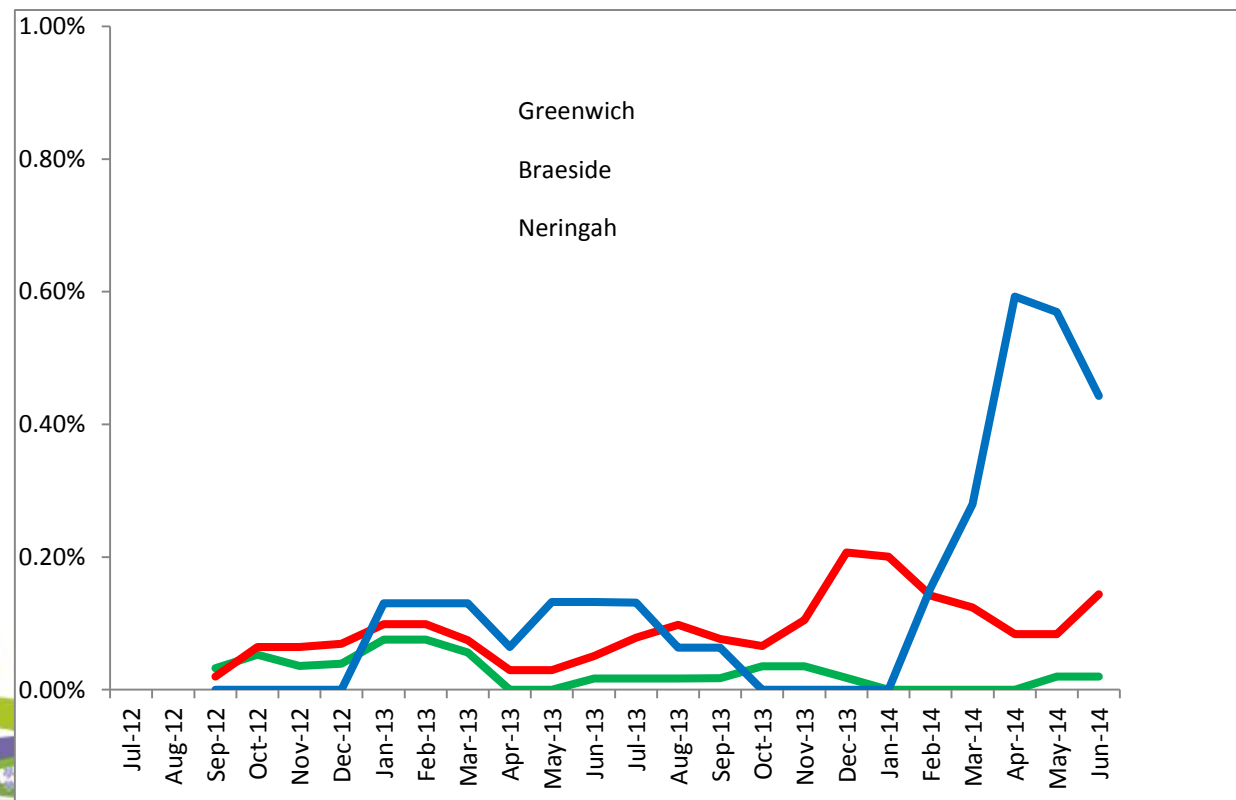
HammondCare Health & Hospitals Hand Hygiene Compliance Rate  
 (Correct hand hygiene moments compliance rates are compared with the National Small and Sub-acute Hospitals Benchmark)

### Falls Prevention and Management

HammondCare Health & Hospitals Falls Policy is underpinned by Best Practice Guidelines and referenced against the NSW Health Falls Policy. The policy refers to the use of Falls Risk Screening tools for assessment and the management minimisation of falls. Alarm mats, bed alarms, adjustable bed heights, posey alarms, hip protectors and walking aids are some of the equipment or devices available to implement fall prevention strategies or to minimise harm from falls. Ward audits are conducted to monitor the implementation of these strategies.

### Preventing and Managing Pressure Injuries

HammondCare Pressure Injury Prevention and Management policy is consistent with the NSW Ministry of Health policy and Clinical Practice Guidelines for the Prevention and Management of Pressure Injury. Regular documentation audits to assess compliance to the policy are conducted. All patients admitted to the hospital are screened within 8 hours of admission, to identify their risk of developing pressure injuries, using a risk assessment tool and taking into consideration the patients' nutritional status.



HammondCare Health & Hospitals Pressure Injuries Indicator  
 (rates show numbers of incidents per thousand occupied bed days presented in three month moving averages)



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