



“We Are A Safe Hospital Providing Quality Care”

The TCDH is a safe hospital to visit. We make this claim because we routinely meet and monitor a variety of parameters, whilst being audited against those by internal mechanisms or external parties on a contractual basis. All results of audits are used to improve the service where able and/or allow us to gauge our performance. Some examples of these activities and projects are as follows:

- Partnership with external organization Global Mark to review services against the accreditation standard ISO 9001:2016 and the National Standards for Quality & Safety annually
- Relationship with external organization STEAM Consulting to conduct our annual Infection Control review in accordance with Australian Standards and Legislation
- Membership with QPS Benchmarking to allow comparison of how we perform against “like” facilities across Australia
- Contracts with all Private Health Funds
- Membership with Australian Private Hospitals Association
- Detailed Risk Register and robust Risk Management System
- Strong Committee and Reporting System
- Robust Incident Reporting System where every incident is reported and reviewed at Board level.
- Regular equipment surveillance for the presence of pathogens against external governing bodies guidelines
- Extensive staff training program inclusive of but not limited to:
 - o Basic Life Support
 - o Manual Handling
 - o Fire & Emergency Procedures
 - o Infection Control
 - o Hand Hygiene
 - o Endoscope Re-processing
- Extensive Internal Auditing System that programs audits throughout the year that are reported to Internal Committees and External Accrediting Agencies

