



**AUDIT RESULTS AND OUTCOMES**

We conduct many audits throughout the year to monitor our compliance with relevant standards and measure the outcomes of our service. Many audits are conducted through the Day Surgery Benchmarking Group so we can compare results with similar centres. Some recent results are:

- Patient Satisfaction Survey April 2022 = 98% (benchmark = 98%)
- Medication Management Audit Aug 2022 = 97% (benchmark = 97%)
- Hand Hygiene Audit April - June 2022 = 94.3% (National Hand Hygiene Benchmark = 86.7%)
- Cleaning Audits: Aug 2022 = 93.27%, Sept 2022 = 95.51%

Our annual **Consumer Focus Group** was held in May, attended by four patients who reviewed a range of audits results and patient information and provided really valuable feedback.

**UPGRADE TO NSW HEALTH  
LICENSE - SURGICAL CLASS**

We are in the final stages of our centre upgrade so we can expand our service to include surgical procedures under general anaesthesia (in addition to the endoscopy and pain management procedures already performed under sedation anaesthesia)

This process has involved significant expenditure on equipment including theatre lights, operating table & equipment, anaesthesia and emergency equipment, instruments, and a new reprocessing department.

Significant staff education is also being completed to support this expansion.

Once final approval is granted by NSW Health, we will be expanding our service to include Oral and Maxillary Facial Surgery to patients aged 12 years and older.



**INDICATOR OUTCOMES Jul-Sept 2022**

We collect a large range of indicators which are compared with other day surgeries to monitor our safety & quality outcomes. Our Consumer Focus Group has selected the following for publication.

	<b>Result</b>	<b>Day Surgery Benchmark Rate</b>
Patient Incidents	0.22%	0.42%
Infection Rate	0.00%	0.00%
Patient Compliments	25.2%	7.9%
Patient Complaints	0.00%	0.01%