



### **COVID-19 PANDEMIC PLAN**

To ensure we minimise the risk of infection for patients, staff and visitors we have developed a Pandemic Plan which is updated regularly in line NSW Health and Government recommendations. Our current risk management strategies include:

- All patients and visitors to clinical areas are screened using a Statutory Declaration Form and temperature check, to ensure anybody identified as a potential risk is excluded
- All staff and doctors sign a screening register and have a temperature check on arrival
- Any staff member or doctor with respiratory symptoms is not allowed to work & must self-isolate and have a COVID-19 test
- A perspex screen is installed at the Reception Admission Desk
- Waiting room chairs are arranged to enable social distancing & the lift restricted to 2 people
- Increased cleaning of high contact surfaces
- Staff and doctors providing care, or unable to socially distance from each other or patients, are encouraged to wear masks
- All staff have completed the government's online COVID-19 training course
- Patient's escorts are asked to wait outside the centre until patients are ready for discharge
- Educational signage & additional hand gel is available at reception and in the waiting room

### **AUDIT RESULTS AND OUTCOMES**

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

- Patient Satisfaction Survey (April/May 2020) = 98% (same as group benchmark)
- Hand Hygiene (Jan 2020) = 93.8% (National Average = 85.7%)
- Medical Record Documentation Audit (Jan 2020) = 89% (benchmark rate = 92%). The Patient Medical History Form has since been updated to include new screening requirements for cognitive impairment, mental health conditions and social circumstances that may impact on care after discharge.

### **INDICATOR OUTCOMES Jan-Mar 2020**

We collect a range of indicators which are compared with other day surgeries to monitor our safety and quality outcomes.

	<b>Result</b>	<b>Day Surgery Benchmark Rate</b>
Patient Incidents	0.27%	0.77%
Infection rate	0.00%	0.00%
Patient Compliments	2.02%	8.27%
Patient Complaints	0.00%	0.10%