



THE NEXUS GROUP

You may have noticed from our signage and forms that we are now part of the Nexus Group, which is Australia's largest independent operator of day only and short stay hospitals.

VISION:

Nexus strives to deliver best practice models of patient care, influencing positive change in the broader healthcare market. We measure our success through better patient outcomes, improved patient experience, open collaboration with our stakeholders, and more efficient use of the healthcare system's limited resources.

VALUES:

- Respect and collaboration (teamwork, sharing best practice across the business)
- Commitment to excellence (we deliver what we promise and go beyond the predictable)
- Consumer focus (engagement with patients, carers and the community to continuously improve)
- Innovation (open to adapting our approach to lift performance and improve our service)

AUDIT RESULTS AND OUTCOMES 2019

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 results from last year are:

Doctor's Satisfaction = 94% (benchmark 94%)

Staff Satisfaction = 93% (benchmark 90%)

Patient Satisfaction = 98% (benchmark 98%)

Infection Control System Review = 98% (benchmark 92%)

Risk Management Review = 96% (benchmark 97%)

External Cleaning Audits results ranged between 91.76% and 98.82%

INDICATOR OUTCOMES Oct-Dec 2019

We collect a range of indicators which are compared with other day surgeries to monitor our safety and quality outcomes. Here are some results from the last quarter of 2019.

	Result	Day Surgery Benchmark Rate
Patient Incidents	0.3	0.83
Infection rate	0.0	0.0
Clinical Complications	0.0	0.12
Unplanned Transfers	0.0	0.06
Medication Incidents	0.0	0.12