



SPH CONNECT PATIENT NEWSLETTER

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Issue 1 | July 2017

WELCOME TO OUR FIRST EDITION!

The safety and health of our patients, visitors and staff is very important to us, as is striving for continuous improvement.

SPH Connect is our way of informing our patients, and the hospital community on how we are performing; and also gives our consumers a chance to comment and make suggestions for improvements.

The South Perth Hospital website also provides information on a number of safety and quality issues. www.sph.org.au

THERAPY DOGS IN TERRACE WARD

As of the 21st June 2016, Leo the Therapy dog and his handler Claire from Animal Companions Western Australia have been visiting the patients of Terrace ward for Animal Assisted Therapy. Leo attends Terrace ward once every fortnight.

Pets providing therapy can lead to improvements in the physical, social, emotional and cognitive functioning of those visited, and offer opportunities for motivational, educational, recreational, and therapeutic interactions.

Examples of these benefits include:

- Increased socialisation
- Improvements in memory and concentration of those interacting with the dogs
- Physical improvements resulting from patting and stroking the dogs, walking towards them, or feeding them treats
- Opportunities to remember pets and other situations from the past and to share stories
- Smiling and laughing when the dogs perform tricks
- Creating a more relaxed atmosphere, particularly in hospital settings

CLINICAL INDICATOR DATA

SPH collects and submits performance data to a number of organisations including some health funds and our accrediting body, the Australian Council on Healthcare Standards (ACHS). All data is de-identified and submitted as a number which is then calculated as a rate against the number of patient days SPH generates. This rate is then compared to all hospitals as a general rate and to hospitals that have a similar patient number as SPH (Peer rate). Examples of the types of clinical Indicator data collected are number of patient falls, medication incidents, procedure cancellations and readmissions and blood transfusion events. Historically, SPH has consistently performed well.

Would you like to view and comment on our clinical indicator results? Please request a copy of our latest report from our quality and safety team by emailing qualityandsafety@sph.org.au

PATIENT FALLS

Patient falls are a major concern for SPH as they represent a significant threat to older people. We are currently looking at various interventions to keep our patients safer. Our physiotherapy staff conduct daily exercise classes for our medical patients to improve their balance and strength.

In 2016 SPH registered 3 falls per 1000 patient bed days. While this rate is below the general comparison rate for falls across Australia, we'd like to do better. We'd like it to be zero!

So we have initiated a quality activity to develop strategies and look for solutions to help people stay on their feet. Some of these initiatives are:

- Introduce processes to comprehensively review 100% of falls events
- Introduce education to improve shift to shift handover for staff and raise awareness of an individual's risk of falling
- Link Physiotherapy mobility assessments to care plans
- Reviewing falls risk assessment tools
- Identifying additional falls prevention aids

Do you have additional ideas or suggestions on how we can do more to improve? Please follow the link to comment.

<https://www.surveymonkey.com/r/sphconnect>

To decrease the risk of you or your family member falling, you can:

- Move your body, build your balance and strengthen your legs
- Improve your health and talk to your GP or Pharmacist about your medicines
- Remove any hazards and make your environment safer

For more information go to
www.stayonyourfeet.com.au

If you would like to subscribe to our newsletter, please sign up via the following link:
<https://www.surveymonkey.com/r/sphconnect>

PATIENT OR FAMILY CLINICAL CONCERNS

As part of SPH's commitment to involving our patients in their care, South Perth Hospital has introduced a strategy based on 'Ryan's Rule' which was developed by Queensland Health, after 3 year old Ryan Saunders died of a preventable cause in a public hospital. PATH is the process SPH have introduced to enable the patient, their family or their carer to escalate their concerns and call for rapid assistance when they believe that something is 'not right' with the condition of a patient. You will notice that Journey Boards have been introduced into some overnight stay patient rooms. An important component of the Journey Board is PATH. PATH is an acronym for a communication process which helps patients and their loved ones communicate with staff. The letters remind the patient or their families of the steps to take if they become worried, which are:

- P** Patient's or family member's condition worsening or is becoming worrying.
- A** Asking the nurse caring for you to review you or your loved one's condition.
- T** Telephone if you are still worried. If your concerns are not responded to or you or your loved one's condition is getting worse, ring ext. 261 from the phone in the patient's room and a senior nurse will come and review you/your loved one.
- H** Help is on its way!

The Journey Board is designed to provide everyone involved in the patient's care with information about how best to look after them. At every shift change, the nursing staff will update the information on the Journey Board as required. The Journey Board also indicates important information such as what assistance the patient requires with walking or moving around their room and their dietary needs. Staff can also outline plans for the day which could include appointments or physiotherapy classes.

As a patient, carer or family member you can also write messages to your care team on the Journey Board in your room.

Do you have additional ideas or suggestions on how we can do more to improve? Please follow the link to comment.

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ACCREDITATION

The hospital is accredited with the Australian Council on Healthcare Standards with full accreditation granted until August 2018. The hospital is assessed against the 10 National Safety and Quality Health Service (NSQHS) Standards, developed by the Australian Commission on Safety and Quality in Healthcare (The Commission).

The primary aim of the NSQHS Standards is to ensure systems are in place to protect the public from harm and to ensure improve the quality of care provided by health service organisations.

Would you like more information of the NSQHS Standards? Please ask a member of staff who will be happy to provide you with an information brochure.

Information can also be obtained on the Commission website:

<https://www.safetyandquality.gov.au/>

CURRENT IMPROVEMENT ACTIVITIES

SPH is always looking to improve its processes. When an opportunity for improvement is identified a quality activity is commenced to guide the improvement process. Several activities are currently in process.

As a healthcare provider, medication safety is always a high priority. Currently we are focusing on the management of "Look Alike, Sound Alike" medications. This quality activity aims to initially focus on the review of the storage areas, marking of boxes to highlight modified release medications and staff education.

You can help by being aware of the medications you are taking, what they are called and what they look like. You can also help by speaking to your doctor and your pharmacist about your medications.

Whilst you or your loved one are staying with us, be sure to raise any concerns you may have about the medication you or your loved one are taking with your nurse.

Do you have any ideas or suggestions on how we can do more to improve? Please follow the link to comment.

<https://www.surveymonkey.com/r/sphconnect>

HAND HYGIENE

In line with current best practice, SPH monitors how well our staff comply with hand hygiene. The standards for hand hygiene have been set by Hand Hygiene Australia at

<http://www.hha.org.au/>

Our Infection Control Coordinator is a Gold Standard auditor which allows her to not only audit compliance but to train and educate staff in hand hygiene.

The most recent national compliance rate is 84%. Currently, SPH's compliance rate is 75%. Whilst this is below the national compliance rate, we are working hard to improve staff awareness by participating in events such as Hand Hygiene Awareness week and offering additional training days.

You can help us to improve by asking your nurses and other care givers if they have washed their hands before attending to you or your family member.

If you have any ideas or suggestions on how we can do more to improve? please follow the link to comment.

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