



SPH CONNECT

PATIENT NEWSLETTER

✉ qualityandsafety@sph.org.au

Issue 5 | August 2018

ACCREDITATION NEWS

Accreditation is a status conferred on an organisation when they have been assessed as having met particular standards. South Perth Hospital (SPH) is accredited with the Australian Council on Healthcare Standards (ACHS). The hospital is assessed against 10 National Safety and Quality Health Service (NSQHS) standards.

South Perth Hospital are pleased to announce a very successful ACHS Organisational Wide Survey held from the 22nd to the 24th May 2018.

The surveyors signed off on all previous recommendations and for the very first time no new recommendations were received, a fantastic effort for the organisation!

The surveyors were especially struck with the feel of the organisation and the positive, caring culture that was exhibited by our staff.

Thanks must go to our lovely consumers who agreed to come in and speak to the surveyors about their experiences and input into South Perth Hospital services. The survey team were impressed with the knowledge and commitment to the organisation shown by this group. South Perth Hospital now has full accreditation until August 2021.

PHYSIOTHERAPY IMPROVEMENTS

SPH is in the process of developing information and an exercise program for our patients admitted following hip surgeries.

Our Physiotherapist has been busy researching best practice programs and talking to our patients to develop consumer education and a Physiotherapy program. Would you like to review the program information and make suggestions for improvements? Please ask to speak to the Clinical Nurse Manager or email our quality and safety team. qualityandsafety@sph.org.au

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

HAND HYGIENE

In line with current best practice, SPH monitors how well our staff comply with hand hygiene procedures. 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.

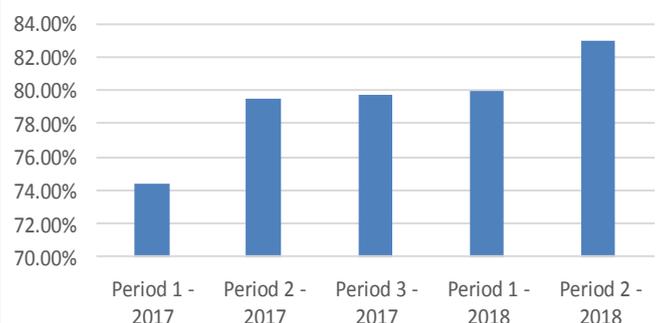
You can help us to improve by asking your nurses and other care givers if they have washed their hands before attending to you or your family member and by using the Hand Hygiene Stations located around the hospital.

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>



5 Moments of Hand Hygiene - Overall Compliance



CHANGES TO MEDICINE NAMES

In an attempt to have uniform medicine names across the world, the Therapeutic Goods Administration is changing the names of medicines in Australia. This will hopefully make things safer if you travel between countries as doctors will know what medicine you are taking. Most changes are minor, but some will be quite different. About 200 medicines will have new names.

When will this change happen?

The changes are starting to take place now. Some brands of medicines have already introduced the new names with minor spelling changes. The antibiotic amoxicillin is now amoxicillin; cephalexin is now cefalexin. By 2020 all medicines with only slight spelling changes will be spelt the new way.

Some changes are a little more extensive. For these medicines both the new and old name will be listed together until 2023. This is to help you adjust to the new names. Frusemide is becoming furosemide (frusemide), benzhexol hydrochloride will become trihexyphenidyl (benzhexol) hydrochloride, glycopyrrolate is glycopyrronium bromide (glycopyrrolate). After 2023 these medicines will be known only as furosemide, trihexyphenidyl hydrochloride and glycopyrronium bromide.

Adrenaline and noradrenaline will now always be known as adrenaline (epinephrine) and noradrenaline (norepinephrine).

Examples of some of the name changes

Old Name	New Name
Adrenaline	Adrenaline (epinephrine)
Dual Names until 2023	
Benzhexol hydrochloride	Trihexyphenidyl (benzhexol) hydrochloride
Dothiepin hydrochloride	Dosulepin (dothiepin) hydrochloride
Doxycycline hyclate (hydrochloride)	Doxycycline hydrochloride
Frusemide	Furosemide (frusemide)
Significant Changes	
Hexamine hippurate	Methenamine hippurate
Thyroxine sodium	Levothyroxine sodium

Want to find out more?

To find the full list of all the medicine names that are changing visit

<https://www.tga.gov.au/updating-medicine-ingredient-names>

QUALITY ACTIVITIES

As opportunities for improvement are identified, SPH commences a Quality Activity. This allows SPH to outline the strategies required to address an issue or improve a service and to track progress towards their implementation.

SPH has several active Quality Activities in progress including:

- Reviewing the timeliness and types of information included on discharge instruction sheets. It is important that patients receive information about their stay at SPH on discharge to ensure that other health professionals such as your GP are made aware of any changes to your care or treatment.

South Perth Hospital is always on the lookout for members of our community that might have time to assist the hospital with improvement initiatives across a range of areas. **Would you like more information?**

Please contact our quality and safety team by emailing:

qualityandsafety@sph.org.au

COMPLIMENTS AND COMPLAINTS

Compliments and complaints are collected using information received on the Consumer Feedback Cards contained within the patient rooms, in day-procedure areas and on the returned patient menus. Feedback can also be submitted electronically via the South Perth Hospital website. All completed Consumer Feedback forms are reviewed by the CEO/DON prior to processing with any areas of concern addressed at that time.

Formal complaints can be submitted via email or by post. A total of 149 feedback cards were completed and lodged in 2017. Patient menu feedback data was also included the total which is in the form of free comment. 4 suggestions for improvement were received in 2017 via the Patient Feedback Cards and the patient menus,

Improvements Implemented through Feedback

- A Learning Package and Knowledge Assessment was developed for Admission and Reception staff and rolled out in 2018
- A complete review of Admission/Reception Services was conducted.
- Awareness raised with staff about pantry noise after hours.
- Free WIFI and a daily newspaper is now offered to Endoscopy patients.
- The SPH Chef visits our inpatients to discuss meal requirements.
- Multidisciplinary team meetings for medical patients

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

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