

# OUR RESPONSIBILITY

## Introduction

Maldon Hospital is committed to improving the safety and quality of our care for patients and residents. To achieve this we monitor and evaluate adverse events and improve processes. Our progress is measured through multiple accreditation surveys.

## Adverse Events

How do we prevent adverse events?

- We identify risks and established controls for all identified risks
- We review incident data that includes the type, frequency and severity of clinical incidents
- We identify what has contributed to an incident and what prevention strategies were in place before and after the incident

## Severity Incidents Rates Levels 1 & 2

Area	2017–18	2018–19
(Total Incidents)		
Acute Ward (Severity Incident 1)	0	0
Acute Ward (Severity Incident 2)	1	0
Aged Care (Severity Incident 1)	0	0
Aged Care (Severity Incident 2)	2	2

These incidents were reviewed and outcomes include:

- staff training
- improved documentation
- new signage

## Sentinel Event Incident Rates

Area	2017–18	2018–19
(Total Incidents)		
George Ray Acute Ward	0	0
Mountview Nursing Home	0	0
Jessie Bowe House	0	0



## Accreditation

Accreditation is a process whereby external surveyors assess our compliance against stringent healthcare accreditation standards established by approved providers.

Maldon Hospital was successfully accredited against the following relevant standards:

Key Performance Indicator	Target	2018–19 Actual
Australian Council on Healthcare Standards (ACHS)	Full accreditation	Achieved ✓
Aged Care Standards Accreditation Agency (ACSAA)	Full accreditation	Achieved ✓
Community Common Care Standards	Full accreditation	Achieved ✓

## Clinical Escalation

### Escalation

- The size and function of Maldon Hospital limits the capacity to provide Clinical Emergency Response Teams so alternative models of clinical escalation have been implemented
- Escalation of care is triggered when any observations (heart rate, blood pressure etc) falls into the predetermined coloured zones of the observation chart

Area	2017–18	2018–19
(Total Incidents)		
Patient initiated escalation calls	0	0
Family/carer initiated escalation calls	0	0
Cardiac and/or respiratory arrest	0	0

### Escalation of care by a patient, family member or carer

- Patients, families and carers have the right to escalate care if they are concerned or if they are not happy with the progress of care or treatment
- The process for escalation of care is to use the call bell and request escalation
- Staff members MUST respond to family escalation of care
- A flow chart has been developed to assist patients, families and carers to understand this process

## Staphylococcus Aureus Bacteraemia (SAB) Rates

Area	2017–18	2018–19
(Rates/10,000 bed days)		
State Average	0.8	0.8
Maldon Hospital	0	0

## Diversity

Maldon Hospital recognises diversity in our community and staff have had training in:

- Aboriginal Cultural Awareness
- Recognition and Prevention of Family Violence
- Lesbian, Gay, Bi-sexual, Transsexual/ Transgender, Intersex and Questioning Awareness