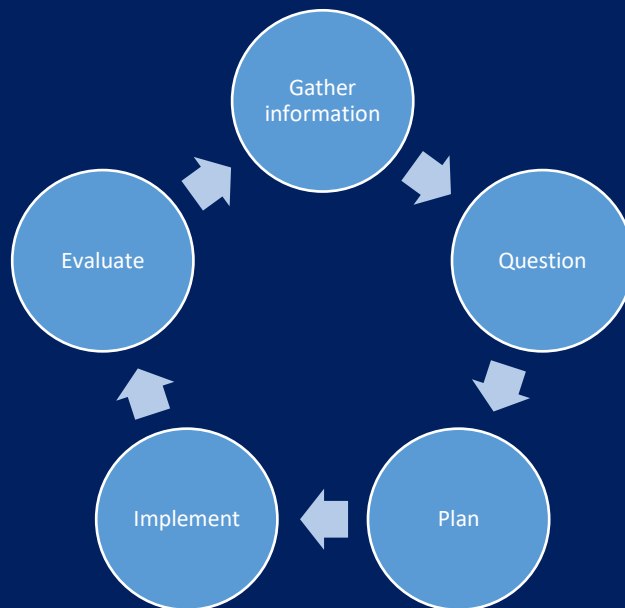


MONASH HOUSE PRIVATE HOSPITAL

Consumer Quality and Safety Report 2024



Monash House Private Hospital management demonstrates commitment to providing quality care as indicated in the Mission statement, Vision and expected Values and Behaviours.

MISSION

- Provide a welcoming, relaxed and high quality hospital environment
- To be patient focused always delivering services in a caring and professional manner
- To have a culture of excellence with highly trained and skilled doctors, nurses and support staff

VISION BY DECEMBER 2024

- To be established as a leading and respected private hospital within the Monash Medical Precinct
- To consistently achieve organisational goals having a culture supported by core values that are demonstrated through the behaviours of all staff
- To meet all operational objectives and deliver an exceptional patient experience
- To meet agreed financial KPIs that generate sufficient revenue and margin to support planned and sustainable growth

VALUES AND BEHAVIOURS

Excellence	Surpass ordinary standards, always deliver your best and continually improve
Integrity	Be honest, fair and transparent adopting a consistent approach with all dealings and stakeholders
Respect	Have due regard for the feelings, wishes, or rights of others in all our interactions
Quality	Meet or exceed stakeholder expectations of the services we provide
Care	Apply serious attention to undertaking tasks correctly and show kindness and concern for others
Collaboration	Work together (with internal and external stakeholders as appropriate) to explore ideas and search for solutions that extend beyond your knowledge to achieve shared goals

Monash House Private Hospital fosters an environment of equity, fairness and respect.

As Monash House Private Hospital resides in the City of Monash, the demographic data of the region should be observed in order to identify significant and strong numbers of diversity in key areas.

No patients, consumers, visitors, or staff shall ever encounter discrimination whilst at MHPH regardless of cultural and linguistic background.

MHPH welcomes all people from all cultures, faiths, religions, ethnicities, socioeconomic background, physical and mental abilities and sexual orientation and identification.

Monash House Private Hospital acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of this country and the land that the hospital resides. We recognise their connection to the land, sea and community. We pay our respect to them, their cultures, and to the Elders, past, present and emerging.

City of Monash as per 2021 Census data:

Population	190,397 (as of 2021) <ul style="list-style-type: none"> 0.3% Aboriginal and Torres Strait Islanders
Employment rate	Full time 55.2% Part time 33.3%
English is not first language	56.7%
Overseas born	(Australian Born 26.5%) <ul style="list-style-type: none"> 16.3% China 9.2% India 5.1% Sri Lankan 2.4% Greek
Religion	<ul style="list-style-type: none"> 17.1% Roman Catholic 7.5% Hinduism 7.3 % Eastern Orthodox 7.2% Buddhism 35.4% No religion
Education	<ul style="list-style-type: none"> 41.2% Bachelor or higher degree 9.5% Advanced diploma or diploma 1.1% No qualification 16.4% Completed high school year 12

City of Monash. Demographic Resources [quickstats census data](#)

MONASH HOUSE PRIVATE HOSPITAL AIMS TO COMBAT POTENTIAL RISKS

- Maintenance of a Quality Management System (LOGIQC) that is utilised for documentation, recording and scheduling of audits, improvement requests, reports, meeting agendas and schedule, reviewing and updating of policies to ensure best practice.
- Logging incidents and implementation of risk reduction strategies in response to risk ratings via LOGIQC.
- Continuous internal and external auditing procedures to identify risks/potential risks that require management.
- Monash House Private Hospital improvement register via LOGIQC.
- Provision of Feedback, compliments and complaints forms to all patients that may identify risks.
- Conducting staff and patient surveys yearly to allow opportunity for communication that may identify risks.
- Conducting falls risks assessment on all patients which commences from admission. Patients who have been identified at greater risk have a falls risk prevention plan and increased surveillance, with the provision of education and posters as a visual prompt and reminder.
- Additional preadmission screening processes in line with items specified in MHPH Bylaws to support patient safety.
- Education and visual prompts to ensure patients are sufficiently fasted pre-operatively to prevent potential risk of aspiration.
- Staff education and up-skilling, educating our educators.
- Posters pertaining to the reporting and communication of food sensitivities and anaphylaxis.
- Additional, mandatory training of all staff in COVID-19 preventative measures and management in line with state and federal advice.
- Ensuring hand hygiene compliance for all staff at Monash House Private Hospital
- Ensuring hospital and staff are providing patient care and performing duties in line with the National Safety and Quality Health Service Standards 2nd edition and achieving and maintaining hospital accreditation.

HAND HYGIENE

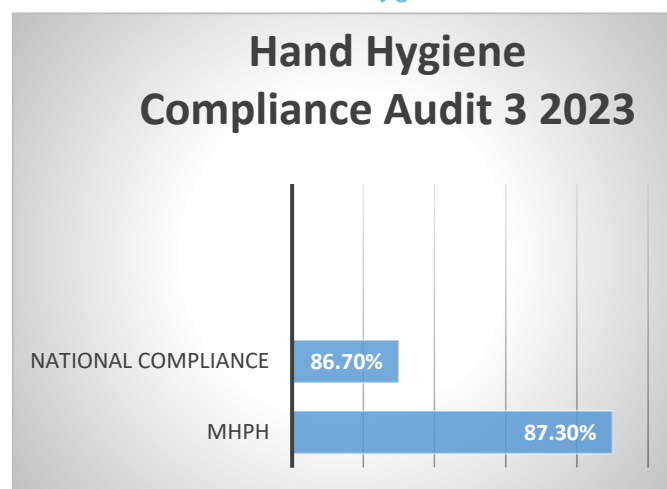
“5 moments of hand hygiene” are employed at MHPH in accordance with Hand Hygiene Australia:

1. Before touching a patient
2. After touching a patient
3. Before a procedure
4. After a procedure
5. After touching a patient’s surroundings

It is mandatory that all staff complete Hand Hygiene certification annually.

Compliance rate is benchmarked against national compliance rates.

Patients and consumers are encouraged to perform hand hygiene frequently. You will find alcohol-based hand rub available in



Based on clinical staff employed at MHPH 2023 compared to national compliance. Reference National Hand Hygiene Initiative

Good hand hygiene helps reduce the transmission of infection and keep risks down!

COVID-19

Additional strategies have been implemented at MHPH in response to COVID-19 in line with recommendations from both Federal and State health authority regulations:

- Increased screening measures attended during pre-admission.
- Development of policies and procedures and pandemic action plans
- All Staff vaccinated against COVID-19

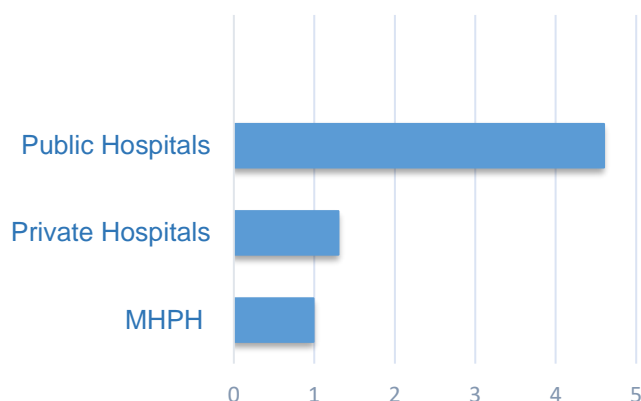
FALLS PREVENTION & RISK MANAGEMENT

Monash House Private Hospital has a falls risk prevention and management program that identifies patients at greater risk of falling whilst in hospital. Through our Quality Management and auditing system we identified that increased focus was required in Falls Prevention and Risk Management.

Factors that increase the risk of falling

Increasing age	Inappropriate footwear	Incontinence
Medications	Fear of falling	Cognition and orientation
Nutrition	Physical fitness	Vision
Hydration	Environmental clutter	Medical history
Nature of procedure	Noncompliance	Sedation

Falls per 1,000 patient bed days



Industry benchmark per 1,000 separations.
Reference Australian Institute of Health and Welfare 2018
MHPH falls data taken from period Jul-Dec 2022

Strategies that have been implemented for our Falls Prevention and Risk Management initiative include:

- Increasing staffing numbers particularly in second stage recovery
- Increase in staff supervision
- The provision of lateral support aids in theatre
- Focus on education for both staff and patients
- Posters about Falls Prevention were placed in areas around the ward and in Theatre where falls are most likely to occur
- Education surrounding post-procedural leg weakness
- Increased use of mobility aids such as walking frames
- Non slip socks utilised for all patients

Remember! You can reduce your risk of falling

By using the following strategies:

1. After your procedure **do not** get up without assistance from a healthcare worker. Call for assistance and **MOVE SLOWLY**- especially if you have had an anaesthetic or any other medication that can cause drowsiness.
2. Wear appropriate footwear- shoes or slippers are ideal. Avoid socks without shoes as they have no grip.
3. Wear your glasses as applicable and use lights/night lights when dark and keep your surroundings free of clutter.

You said

We did

<ul style="list-style-type: none"> • It is not clear how to provide feedback, make comments or complaints 	<ul style="list-style-type: none"> • Poster developed and displayed in visible patient areas informing patients of how they can give feedback, make comments or complaints. Easier access to give feedback via our Website
<ul style="list-style-type: none"> • We need to improve patients understanding of pain management expectations post-pain procedures 	<ul style="list-style-type: none"> • Additional information added to the Admission Information Booklet to improve patients understanding and expectations
<ul style="list-style-type: none"> • We need signage for toilet in stage 2 recovery 	<ul style="list-style-type: none"> • Signage for toilet put in place in stage 2 recovery
<ul style="list-style-type: none"> • There was inadequate analgesia post discharge to manage pain level 	<ul style="list-style-type: none"> • Discussed with appropriate committee and scripts to be provided as appropriate and necessary
<ul style="list-style-type: none"> • There is not enough understanding of safe discharge requirements, especially transport home 	<ul style="list-style-type: none"> • “A Safe Discharge Home” brochure developed and made available for patients/consumers and displayed on website
<ul style="list-style-type: none"> • There is not enough understanding and awareness of the Australian Charter of Healthcare Rights 	<ul style="list-style-type: none"> • Australian Charter of Healthcare Rights that is displayed at reception positioned to ensure visibility
<ul style="list-style-type: none"> • Improvement of Customer Service 	<ul style="list-style-type: none"> • Customer Service focus month, where patients had a chance to give their feedback. As a result ongoing improvement in customer service

HOW WE EDUCATE OUR STAFF

- Annual Basic Life Support education and assessments in with in house, trained staff
- Provision of best practice references available via MHPH policies or resources on LOGIQC in which staff can assess at any time
- Provision of in-service education by Visiting Medical Officers to staff on topics identified and requested by staff that they wish further information about
- Opportunities for staff to request education/training that they feel will benefit their practice
- Emergency fire training with external agency
- Evacuation training with external agency
- Online training via Ausmed and educational resources on various topics relating to National Standards such as open disclosure, medication safety, infection prevention and control, hand hygiene
- Multiple learning packages and short tests are required for staff to complete on commencement of employment and annually thereafter, and copies of various policies, procedures and commonly used forms relevant to MHPH and department
- Displaying of policies and procedures on staff notice boards, SharePoint, emailing staff and Hospital Staff Meetings (monthly) to provide staff with information of changes to policies and procedures
- Providing staff memos and feedback on performance as required
- Displaying of posters and visual cues to help remind staff of safe practices
- Feedback on audits at Departmental and Hospital Staff Meetings
- Performance reviews are conducted on all staff annually to ensure satisfactory level of performance and understanding of job role, as well as providing opportunity for staff to discuss areas where further education may be required.
- Staff trained to work in different areas and roles, increasing their competency and skills.