



National Safety and Quality Health Service Standards:

Information for Consumers

NSQHS standard 1: Clinical Governance

The Clinical Governance standard ensures a clinical governance framework in place to make certain patient receive safe, high-quality healthcare. Monash House Private Hospital accredited by Global Mark against Quality Management Systems ISO 9001.

Monash House Private Hospital is also undertaking accreditation against the eight National Safety and Quality Health Service Standards (NSQHSS, 2nd edition). As part of this program Monash House Private Hospital will be subject to yearly review and re certification every three years.

NSQHS standard 2: Partnering with Consumers

A copy of the Australian Charter of Healthcare Rights and Responsibilities is made available to all patients and is on display at reception, on the MHPH website and is provided in the Patient Admission booklet. If you require an interpreter, please inform a member of staff.

We value our patients, consumers and their families/carers and encourage feedback that will allow us to improve care delivery. MHPH provides ways to give feedback, both formally and informally and is treated with the utmost confidentiality and may be provided anonymously. Your opinion is important to us so please feel free to complete one of our Feedback, Compliments and Complaints forms located in reception. You also have the opportunity to provide us with feedback via the Patient Satisfaction Survey, and we encourage you to do so.

Patient surveys are also conducted annually to randomly selected patients and collated so we are able to get a thorough understanding of where improvements are really needed. All feedback and comments are logged into our Quality Management System and quality improvement initiatives are commenced as appropriate where possible.

As an important part of the Partnering with Consumers standard, MHPH also values partnering with patients, families, and carers in the provision of their care, by involving consumers in the sharing of decision, care planning and delivery of care. An important aspect of this is Health Literacy, whereby the staff at MHPH ensure that they are communicating to patients, families and carers in a way they can understand fully and be able to provide informed consent to all treatment.

NSQHS standard 3: Preventing and Controlling Healthcare Associated Infections

Monash House Private Hospital has a comprehensive Infection Prevention and Control program (HICMR) in place and have a designated, internal Infection Prevention and Control

Coordinator. Our facility is regularly audited for compliance with National Infection Prevention and Control guidelines, Australian Standards for reprocessing of reusable instruments (AS/NZS 4187) and against the National Safety & Quality Health Service Standards.

All staff undertake training in Infection Prevention and Control on commencement of employment and annually thereafter. Our staff undertake training in Hand hygiene, Standard Precautions, Aseptic technique and cleaning of reusable medical devices to minimise the transmission of infection. As infections can easily be spread through contact, we encourage you to use the hand hygiene products (alcohol-based hand-rubs) that are located throughout the facility, particularly in high-traffic areas. Monash House Private Hospital conducts regular audits to ensure compliance to Infection Prevention and Control and provide information on hand hygiene to each patient.

Please advise staff if you or anyone in your family has a current infection or illness so this can be assessed to minimise transmission to others. Please contact the Hospital for the latest COVID-19 guidelines and requirements to ensure safety and reduction on transmission.

NSQHS standard 4: Medication Safety standard

The Medication Safety standard is in place to ensure clinicians are safely prescribing and administering medications, while ensuring patients, families and carers are well informed of medication use and why they may be advised to take certain medications. Please let staff know if you have any allergies or have had any adverse reactions to medications and this will be documented in your medical file to alert and ensure other health practitioners are informed, including if a transfer to another healthcare facility is required. You will be asked to document all your current medications on the hospital admission paperwork, this includes over-the-counter and alternative medications, herbal preparations and supplements. Natural medicines can interact with other medications and may cause a negative effect, therefore informing staff and accurate documentation is very important.

NSQHS standard 5: Comprehensive Care standard

The aim of the Comprehensive Care standard is to ensure that care delivered to patients is aligned to their individual requirements, by setting goals and identifying health care needs. The comprehensive care standard also aims to provide risk reduction through screening processes including falls risk, pressure injury risk, nutritional status, and identification of mental, cognitive and physical deterioration.

Hospital falls can have a devastating effect on a patient's health and well-being in terms of physical injury, worsening of pain conditions, complications and delayed recovery. You can assist us by:

- Giving us accurate information about your current health status
- Do not stand up unassisted or get dressed without assistance from your nurse. Use mobility aids if required
- Be aware of yourself particularly if you are taking various medications or a new medication. MOVE SLOWLY!
- When going from laying to standing up, SIT FIRST and let your blood pressure adjust to prevent dizziness
- Wear appropriate footwear, avoid socks without shoes as they have no grip
- Avoid clutter, wear your glasses, use lights

Pressure injuries at Monash House Private Hospital are a rare occurrence but may happen when a patient remains in the one position for a prolonged period, or as a result of removing tapes used to secure intravenous cannulas, lines or dressings. Additionally, a patient may inadvertently cause injury to themselves due to being numb from local anaesthetic, if used. Patients are advised to ensure they change positions on a regular basis and take care if experiencing numbness from a procedure. Nursing staff will assess your risk during the admission process and thereafter when applicable and provide care and assistance depending on your needs.

Monash House Private Hospital ensures all clinical staff are trained in the delivery of comprehensive care, and all health care staff on commencement of employment are provided with multiple learning packages to meet education needs for the best possible delivery of care for patients.

NSQHS standard 6: Communicating for Safety standard

Monash House Private Hospital recognises the importance of safe delivery of care and how thorough, effective communication can be critical especially during high-risk times.

To ensure communication safety, you will be asked to identify yourself multiple times during your admission by confirming three types of identifying information: your full name, date of birth and address (three identifiers).

MHPH staff will continue to use three identifiers throughout your stay to confirm your identification as well as your Medical Record Number (MRN) during delivery of care such as administering of medications, admission to ward/theatre, prior to anaesthetics and when confirming financial, medical and surgical consent. The use of three identifiers will help staff ensure that you receive the correct treatment and care and is also used as part of clinical handover and transfer of care.

Clinical handover involves the sharing of information between staff members involved in your care and other health practitioners as required, to ensure the entire health care team have the most up to date information about your health status and treatment/care plan. You can also expect staff to keep communication open with you, involve you in decisions about your care, and seek your feedback and input to ensure your healthcare needs are being met. There is a communication board for every patient in their room and we ask

patients to participate by providing information on this board and update frequently or as required. This board will also be used to provide clinical handover whenever care is handed over and will include patients in this where possible.

NSQHS standard 7: Blood Management

Monash House Private Hospital does not store blood and blood products. If a patient appears to be deteriorating and the need for blood transfusion has been identified, the patient will be transferred to another healthcare facility for treatment.

Patient safety is of utmost importance. As noted in NSQHS 8 (see following) MHPH has systems in place to allow staff rapid identification of patient deterioration, that will allow for immediate action and intervention to prevent further deterioration and initiate appropriate treatment.

NSQHS standard 8: Recognising and Responding to Acute Deterioration

Our staff are trained to recognise changes in your health status, but you can assist staff by alerting them if you are unwell, become anxious, or if something has changed or has been missed. You can also assist by answering questions from staff as accurately and honestly as possible. There are nurse call bells and emergency call bells throughout the facility. Staff are trained in Basic Life Support and selected staff have Advanced Life Support training. Medical Emergency Response processes are in place to rapidly identify and manage acute deterioration that may be physical or cognitive.

Would you like further information?

The Director of Nursing will be very happy to discuss any questions or concerns you may have with our safety and quality measures. At Monash House Private Hospital we value the input from patients, consumers, family and carers and are always seeking new ways to improve on the service we provide.