



ACCREDITATION

Our audit against the second edition of the National Safety and Quality Health Service Standards was conducted on 28-29 November 2019. We were awarded full accreditation for another 3 years. The assessors praised the safety and quality systems, staff engagement and medication safety and education processes.

HAND HYGIENE

Hand Hygiene is the most effective method of preventing the spread of infection. We conduct 3 audits every year where all clinical staff are observed to monitor their compliance with hand hygiene requirements. These results are submitted to Hand Hygiene Australia (HHA) and our results are compared to the National Benchmark rate.

Audit Period	Wolper Rate	HHA National Rate
Audit 3 2019	86.2%	85.7%
Audit 1 2020	89.6%	86.9%

SAFETY & QUALITY INDICATORS

We collect a range of indicators to monitor our care delivery and we benchmark these results with other hospitals to help us measure how we are performing. Here are some of our results from 2019.

Indicator	Wolper Rate	Benchmark Rate
Falls	0.23%	0.35%
Pressure Injuries developed during admission	0.02%	0.02%
Healthcare Associated Infection	0.12%	0.15%
Medication Administration Errors	0.09%	0.18%
Compliments	25.1%	14.22%
Complaints	0.76%	0.55%

PATIENT & CARER SATISFACTION SURVEY

44 patients completed this survey in October last year. The overall satisfaction rate was 98%, higher than the hospital benchmark rate of 96%.

All criteria reviewed were rated at between 92-100%.

Some of the written comments received were:

“It was very professional and empathetic”

“The level of care and love exceeded my expectations. I was made to feel ‘special’ by all nurses, physios, OTs, Doctor and catering staff”

“Food was delicious and nutritious; excellent communication between doctors and nurses; great music in physio and hydrotherapy; warm friendly and supportive staff. Extremely positive experience. I feel ready to handle life at home”.