



### SAFETY & QUALITY INDICATORS

We collect a range of indicators to monitor our care delivery and benchmark these results with other hospitals to help us measure how we are performing. Here are some of our results from 2020.

Indicator	Wolper Rate	Benchmark Rate
Compliments	24.66%	9.42%
Complaints	0.68%	0.84%
Falls	0.17%	0.54%
Healthcare Associated Infection	0.05%	0.13%
Medication Administration Errors	0.05%	0.15%
Pressure Injuries developed during admission	0.03%	0.03%

### CONSUMER FOCUS GROUP

We aim to hold two consumer focus groups each year to seek feedback on the care and service being provided from patients and their relatives. Our first focus group for 2020 was cancelled due to the start of the pandemic, but we did hold a meeting in December 2020 which was attended by 11 previous patients & relatives. The group discussed information being provided to patients, the menu and catering, medication reviews performed by the Pharmacist, the recent refurbishment, clinical communication and staff training needs. This is a really valuable way for us to identify what we are doing well and what we can improve.

### PATIENT & CARER SATISFACTION SURVEY

This survey was completed by 50 patients in October 2020. The overall satisfaction rate was 98%, higher than the hospital benchmark rate of 94%.

Some of the written comments received were:

- *Excellent variation in the menu*
- *The care and kindness was exceptional*
- *My fourth stay here, excellent*
- *Staff were professional and caring*
- *It has been a delight to be here*
- *I was very impressed and felt very secure. Thank you.*
- *Everyone was kind, thoughtful and considerate*
- *My stay at Wolper made my life worth living again*

### CLINICAL RECORD DOCUMENTATION AUDIT

We conduct regular audits of our clinical records to ensure that clinical staff and doctors are documenting complete and legible information for comprehensive patient care in line with regulatory requirements.

Our last audit conducted in January this year showed 89% compliance achieved, which was higher than the Benchmark rate of 88%. Areas for improvement identified are tabled at relevant clinical committee and staff meetings for action.