



ELECTRONIC DISCHARGE SUMMARY

To improve communication and the continuity of your care, Wolper has implemented a new integrated electronic discharge summary. Clear and comprehensive clinical information from your Wolper multi-disciplinary team is prepared on discharge and sent electronically to your GP and other care providers as required. The new format will support you for your ongoing care needs. Every department contributes to your discharge summary including Medical, Nursing, Allied Health, Discharge Planning and Pharmacy. The Summary is a detailed and concise record of your stay with us at Wolper and will be loaded onto your “My Health Record” from early 2023 as per your instructions.

PATIENT & CARER SATISFACTION SURVEY

This survey was completed by 40 patients in April 2022. The overall satisfaction rate was 93% well above the benchmark of 85%. Some of the written comments received were:

- *I am very grateful for the excellent care I received at Wolper.*
- *Meals were delicious (diabetic diet) and portion size more than adequate.*
- *The care given to me was outstanding and the staff were professional, caring and friendly.*
- *It was above and beyond my expectations. Thank you so much to everyone.*
- *Exceptional facility, clean, staff amazing including cleaners, nurses and catering.*

SUSTAINABLE HEALTHCARE COMMITMENT

An **Environment & Sustainability Committee** has been established to assist in managing environmental impacts, reduce Wolper’s carbon footprint and improve sustainability to benefit the organisation and the community. The committee comprises of representatives from all departments and priority projects are being identified and implemented including recycling batteries, reducing single use products and installing solar panels on the hospital roof.

This month we are replacing our plastic water bottles. The new JUST water containers are 100% recyclable with a wider lip which makes them easier to refill and reuse. Help us make an impact on our environment by labelling and refilling your water bottles. Please give us your feedback and suggestions for other ways to reduce landfill and improve the environment.

ANTIMICROBIAL STEWARDSHIP

To demonstrate compliance with the Antimicrobial Stewardship Clinical Care Standard, Wolper monitors antimicrobial usage and appropriateness of prescribing and reports the results to the Wolper Medical Advisory Committee and the Wolper Board of Directors. In August this year 15 patients who received antibiotics were reviewed by the Clinical Pharmacist. Here are the results:

Criteria	2022	2021
Indication for antibiotic written on Medication Chart	47%	22%
Duration of treatment of antibiotic written on Medication Chart	73%	25%
Duration of administration complies with Therapeutic guidelines	67%	62.5%
Microbiology supported the prescription	100%	37.5%
Restricted antimicrobials not used	100%	100%
No adverse reactions to antimicrobials	100%	100%

Education is being provided to address the gaps that have been identified.