



### 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 2021.

Indicator	Wolper Rate	Benchmark Rate
Compliments	43.82%	8.18%
Complaints	0.62%	0.47%
Falls	0.2%	0.32%
Healthcare Associated Infection	0.11%	0.13%
Medication Administration Errors	0.06%	0.18%
Pressure Injuries developed during admission	0.01%	0.05%

### PATIENT & CARER SATISFACTION SURVEY

This survey was completed by 41 patients in May 2021. The overall satisfaction rate was 96%, higher than the hospital benchmark rate of 95%.

Some of the written comments received were:

- *My family and I are very grateful to Wolper, staff, doctors and everyone for the care that was given to me. I am forever grateful to everyone who works here.*
- *Very happy experience*
- *The nursing staff, cleaning staff and staff providing food and refreshments performed their duties very well and were very polite and helpful*
- *Wolper has lived up to its expectation of excellence + more. Thank you*
- *Excellent all round health care*
- *I enjoyed my stay here and benefitted from it. This stay met my expectations and beyond, thank you.*

### 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 92% compliance achieved, which was a 2% improvement from last year. Areas for improvement identified are tabled at relevant clinical committee and staff meetings for action.

### HAND HYGIENE

Hand Hygiene is the most effective method of preventing the spread of infection. Clinical staff are observed to monitor their compliance with hand hygiene requirements. Our results are submitted to Hand Hygiene Australia (HHA) and compared to the National Benchmark rate.

Audit Period	Wolper Rate	HHA National Rate
Audit 3 2021	89.7%	87.7%
Average for 2021	89.4%	87.3%