



### 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 2022.

Indicator	Wolper Rate	Benchmark Rate
Compliments	41.5%	12.2%
Complaints	0.4%	0.8%
Patient Incidents	0.13%	1.21%
Falls	0.24%	0.55%
Healthcare Associated Infection	0.09%	0.35%
Medication Administration Errors	0.04%	0.34%
Pressure Injuries developed during admission	0.03%	0.16%

### CHANGES TO THE NATIONAL STANDARDS ACCREDITATION PROCESS

Mandatory **short notice assessments** to the National Safety and Quality Health Service (NSQHS) Standards will commence from July 2023 for all public and private health facilities with only one business days' notice. It is likely that our assessment will occur here between July and December this year as our accreditation expires in March 2024.

### 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 1 2022	85.4%	87.5%
Audit 2 2022	88.2%	86.7%
Audit 3 2022	84.7%	86.4%
<b>Average for 2022</b>	<b>86.1%</b>	<b>86.86%</b>

### INFECTION PREVENTION & CONTROL MANAGEMENT REVIEW RESULTS

We conduct regular audits to monitor compliance with the National Safety and Quality Health Service Standards for Infection Prevention and Control. Our recent audit conducted in March this year showed 96% compliance achieved. There have been several new criteria added this year as a result of increased requirements due to the COVID-19 pandemic.

Domain	2023	2022
Policies & Procedures	99%	97%
Human Resources Management	90%	100%
Quality System	97%	98%
Infection Control Observation Audit	95%	98%
Public Health and Pandemic Risk	100%	100%

Areas for improvement identified are tabled at relevant clinical committee and staff meetings for action.