



### PATIENT & CARER SATISFACTION SURVEY RESULTS

Wolper Jewish Hospital belongs to the Private Hospital Benchmarking Group (PHBG) which has 12 members. Each year we complete a Patient Satisfaction Survey and benchmark our results. This survey was completed by 57 patients in April 2023. The overall satisfaction rate was 96% a 3% increase since last year. Here are the results:

Domain	Wolper Rate	Benchmark Rate
Pre-admission	97%	93%
Admission	97%	86%
Care Delivery	94%	96%
Accommodation	99%	96%
Discharge	94%	97%
General	99%	98%
<b>Overall Satisfaction</b>	<b>96%</b>	<b>95%</b>

Some of the written comments received were:

- *“Outstanding experience which was above my expectations, all staff and physio’s outstanding.”*
- *“Wolper is a first class professional medical rehabilitation facility with lovely caring staff.”*
- *“Comfortable. Clean room and bathroom.”*
- *The staff have been kind, knowledgeable, respectful and timely with care. You should be very proud of the quality of service. The vegetarian menu was delicious-this plus fresh air in my room really made a difference to my stay.”*

### RISK MANAGEMENT

Wolper takes a proactive approach to Risk Management. The **Risk Register** is continuously updated with **Clinical Risks** reviewed by the Clinical Care committee and **Non-Clinical Risks** reviewed by the Quality & Risk Committee. Risks are reported to the Medical Advisory Committee (MAC) and the Wolper Board via the **Quarterly Safety and Quality Report**. Staff education follows a comprehensive **Education Calendar** and includes mandatory **E-learning** modules and practical inservices each month as well as specific competencies training for applicable staff and departments.

**Education and appraisal rates** are reviewed and monitored by the Quality & Risk Committee. **Clinical indicators** including complaints are reviewed at the **Consumer Focus Group** meetings twice per year and with the Private Hospital Benchmarking Group each quarter. **Staff vaccination rates** are monitored and reviewed at the Clinical Care Meetings.

### ANTIMICROBIAL STEWARDSHIP

Wolper monitors **antimicrobial usage** and **appropriateness of prescribing** and reports the results to the Wolper MAC and the Wolper Board of Directors. Between May and July 2023, 40 patients were audited for antimicrobial usage by the clinical pharmacist.

The overall result was 56% compliance. Results included - **No adverse reactions** to antimicrobials 100%, **Restricted antimicrobials not used** 100%, **Microbiology supported the prescription** 67.5%, **Duration of treatment** of antibiotic written on Medication Chart 60%, **Duration** of administration **complies with Therapeutic guidelines** 52.5% and **Prophylactic Antibiotics discontinued after surgery** 33%. The results were discussed by the Medical Advisory Committee.