



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 64 patients in April 2024. The overall satisfaction rate was 96% which was the same as last year. Here are the results:

| Domain | Wolper Rate | Benchmark Rate |
|-----------------------------|-------------|----------------|
| Pre-admission | 96% | 93% |
| Admission | 96% | 94% |
| Care Delivery | 96% | 97% |
| Accommodation | 97% | 97% |
| Discharge | 90% | 96% |
| General | 97% | 99% |
| Overall Satisfaction | 96% | 96% |

Some of the written comments received were:

- *“The facilities, nursing staff and allied health staff are all excellent- above and beyond excellence for warm, caring, professional care. The physio’s in particular are fantastic!”*
- *“I felt rushed on the day I was discharged”.*
- *“Food is fresh, excellent quality and appropriate portions”.*
- *“All the staff are amazingly helpful, caring and friendly. It’s a credit to the Jewish Community”.*

CONSUMER FOCUS GROUP – you asked, we actioned!

Recommendation for **more publicity about social events and information talks.**

Action: New **Welcome compendiums** in every room with information about the **Coffee Kiosk, Rehab and Medication Talks** and **Friday Night Dinners**. Coloured A3 flyers are placed outside patient lounges and new **electronic announcement boards** are being installed this year.

Recommendation for a **Tea Trolley menu.**

Action: A new flyer listing the snacks available from the tea trolley is being given to patients when they receive their first menu.

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 October 2023 and February 2024, 70 patients were audited for antimicrobial usage by the clinical pharmacist. Here are the results:

| Criteria | 2024 | 2023 |
|---|------------|------------|
| Indication for antibiotic written on Medication Chart | 70% | 32.5% |
| Duration of treatment of antibiotic written on Medication Chart | 69% | 60% |
| Duration of administration complies with Therapeutic guidelines | 66% | 52.5% |
| Microbiology supported the prescription | 41% | 67.5% |
| Restricted antimicrobials not used | 100% | 100% |
| No adverse reactions to antimicrobials | 100% | 100% |
| Overall result | 58% | 56% |

CYBERSECURITY

Protecting your information is our priority. External auditors completed a **cybersecurity hygiene check** and all top priority **recommendations have been implemented**. A sub-committee with some managers & Board members has been established. A **cybersecurity action plan** is being worked through.