**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 2024.

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Wolper Rate** | **Benchmark Rate** |
| Compliments | 9.91% | 5.5% |
| Complaints | 0.09% | 0.40% |
| Patient Incidents | 0.16% | 0.40% |
| Falls | 0.23% | 0.46% |
| Healthcare Associated Infection | 0.10% | 0.18% |
| Medication Administration Errors | 0.06% | 0.14% |
| Pressure Injuries developed during admission | 0.03% | 0.05% |

**BUSINESS PLANNING AND QUALITY OUTCOMES**

As well as **Movewell** classes, Wolper staff are now providing **Wolper Physiotherapy Services** at Beresford Hall for their residents. Assessments are currently being completed. Following feedback from the **Consumer Focus Group** about the need for improved communication, new digital **Announcement Boards** have been installed to inform everyone about the **Hospital Services** as well as the **Education Talks** and **Cultural Events.**

**HAND HYGIENE**

Hand Hygiene is the most effective method of preventing the spread of infection. All 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 2024 | 87.1% | 86.8% |
| Audit 2 2024 | 90.8% | 87.3% |
| Audit 3 2024 | 90.8% | 86.9% |
| **Average for 2024** | **89.6%** | **87%** |

**CLINICAL PROCESSES REVIEW RESULTS**

We conduct regular audits to monitor compliance with the National Safety and Quality Health Service Standards for Comprehensive Care, Communicating for Safety, Blood Management and Recognising and Responding to Acute Deterioration. Results are benchmarked with other Private Hospitals. Our overall result remained at 99% in 2024 the same as 2023.

|  |  |  |
| --- | --- | --- |
| **Domain** | **Wolper** | **Group Average** |
| Comprehensive Care | 98% | 98% |
| Communicating for Safety | 99% | 96% |
| Blood Management | 100% | 100% |
| Recognising and Responding to Acute Deterioration | 100% | 99% |
| Overall Compliance | 99% | 98% |

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