



maryvale private
hospital

Statement of Quality & Safety – February 2022

Our Hospital

Maryvale Private Hospital, located in Gippsland in Victoria, is a 53-bed private acute medical and surgical hospital that's known for its personalised care, friendly atmosphere and highly skilled staff. The hospital services the Gippsland municipalities of East Gippsland, Wellington, Latrobe, Baw Baw, South Gippsland and Bass Coast as well as Melbourne metropolitan areas.

Not-for-profit private health insurer Latrobe Health Services, owner and operator of Maryvale Private, established the hospital in 1991 to provide for the health care needs of the Gippsland community. Since its inception, Maryvale Private has cared for more than 55,000 patients.

Our comprehensive services include weight-loss surgery, orthopaedic surgery, general surgery, ear, nose and throat surgery, gynaecological surgery, dental surgery and acute medical care. We also have specialist physicians who consult at the hospital. Our consulting services include respiratory medicine, rheumatology and geriatric care.

Our Purpose

We provide personalised care with optimal outcomes.

Our vision

To be the first choice provider in Private Healthcare in Gippsland.

Our values

- Respect – we treat others as we expect to be treated
- Integrity – we do the right thing
- Accountability – we take responsibility for our decisions and actions
- Innovation – we look to the future, create effective solutions and put them into action
- Teamwork – we value the contribution and the collaboration of individual staff members and their skills which are of benefit to the organisation
- Enjoyment and fun – we strive to maintain an environment in which we can enjoy working in. We focus on providing employees with flexible work arrangements to enable them to participate in the workforce
- Inclusion – everyone is equally important
- Safety – everyone should feel and be safe at Maryvale Private Hospital

Strategic & Health Services Planning

Maryvale Private Hospital has a commitment to strategic and health services planning which is underpinned by an annual operation plan. Strategic and health services planning is overseen by the Board of Directors and has engagement from our community, staff and credentialed health practitioners.

Through our health services planning and committee structures, we continually review and evaluate our services to ensure they continue to meet the needs of our community, are safe and patient-centred.

Commitment to Quality & Safety

Maryvale Private Hospital is committed to providing safe and quality services to our community in line with Commonwealth, State and governing bodies legislation, guidelines and advisories.

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Our hospital has a clinical governance and competency framework which guides the principles of safe care delivery to our patients, and is supported by our comprehensive library of policies, procedures and guidelines.

The hospital is accredited against the Australian Commission on Safety and Quality in Health Care (ACSQHC) National Standards for Health Care and is independently audited by the Australian Commission on Healthcare Standards (ACHS).

The hospital places great value on the issue of quality improvement and risk minimisation. It is reflected in our Quality Improvement and Risk Identification Program, which works constantly to identify and address any issues that have the potential to compromise the level of care given to patients.

The reporting, reviewing and actioning of quality and safety data is monitored by a number of Committees, which subsequently report to the Board of Directors to ensure the highest level of patient safety and quality outcomes are maintained. Our leadership and committee structure is attached to this statement. A copy of our reporting structure is attached to this statement.

Maryvale Private Hospital is committed to making sure that the voices of our consumers (patients, family members, carers, and interested community members) are heard and included in the planning and development of our care and services. Our Community Advisory Committee meets quarterly to review patient documentation, safety, quality data, systems and processes that may improve patient care and outcomes.

Commitment to the safety of children

At Maryvale Private Hospital, we are committed to the safety and wellbeing of children who attend the hospital as a patient or visitor and respect the individual and cultural needs of those accessing our services. We have a zero tolerance approach to child abuse.

Maryvale Private Hospital's policies, procedures, systems and processes together create a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families. Systems are in place to mitigate risks, identify and escalate concerns regarding the safety and wellbeing of a child which includes the investigation and reporting of incidents or concerns.

We follow and adhere to the prescribed Child Safe Standards. Posters displaying children's rights under the Child Safe Standards are displayed at the main reception of the hospital.

Our People

Employed Staff

All employed Maryvale Private Hospital staff are appropriately qualified and trained to undertake their respective roles within their scope of practice. The hospital has appropriate governance structures to outline a staff members scope of practice, the education/training within this scope of practice and undertake an annual review of their performance including goal setting for the year ahead.

These resources include, but not limited to:

- Position descriptions
- Nursing competency framework
- Mandatory training and education
- Performance appraisal including future goal setting
- Internal policies and procedures
- Commonwealth, State and Regulatory Bodies legislation, guidelines and advisories

Credentialed health practitioners (Non-employed)

Maryvale Private Hospital credentials health practitioners in line with its Hospital By-Laws, which are reviewed and updated in line with any changes to Commonwealth, State and Regulatory Bodies legislation, guidelines and advisories.

All credentialed health practitioners provide supporting document to confirm they are appropriately qualified and trained to undertake their respective roles within their scope of practice. The hospital has appropriate governance structures to outline a credentialed health practitioner's scope of practice, the continuing professional development requirements, and a review of their performance throughout their credentialed period and upon recredentialing.



