



maryvale private
hospital

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.

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 Safety and Quality Health Service Standards (NSQHS) “National Standards”, is independently audited by the Australian Commission on Healthcare Standards (ACHS) periodically.

The standards, established by the Australian Government for all public and private hospitals, provide a nationally consistent statement of the level of care we should expect from health services.

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.

Comprehensive care plans

All patients will have a comprehensive care plan. For vulnerable patients such as the elderly, this provides an added safeguard against preventable harm, including falls, blood clots and pressure injuries.

Infection Prevention and Control (IPC)

Healthcare-associated infections are one of the most common complications affecting hospital patients. The risk of such infections includes the possibility of further complications and stronger and more expensive medicines.

Our Infection Prevention and Control program includes:

- Infection Prevention and Control program, monitoring and outcomes are monitored and reviewed at the highest level of governance by the Board of Directors and Executive Team
- Infection Prevention and Control Committee which is represented by members of the clinical team and an external Microbiologist to monitor our Infection Prevention and Control program
- Community Advisory Committee which is represented by our Community Members to review and monitor our efforts in the delivery of our Infection Prevention and Control program, and to provide suggestions where appropriate
- Employment of a dedicated Infection Prevention and Control Coordinator

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- Staff Health program
- Hand hygiene education program and hand washing audits
- Antimicrobial Stewardship (AMS) program which entails:
 - Policy implemented for the use of antibiotic and antimicrobial medications for patient care
 - Review of antibiotic use against recommended guidelines in orthopaedic surgery
 - Review of antibiotic use against recommended guidelines in medical conditions
 - Having access to Infectious Diseases Specialists and Microbiologists for advice and support with medication selection or complex case management
- Internal and external auditing of Hospital Acquired Complications which includes the identification of infections which a patient may experience during their patient admission
- Policies and procedures reflecting best practice supporting health care professionals delivering care

Specific information on the use of antibiotics in hospital care

Antibiotics are medicines used to treat bacterial infections. They work by killing bacteria or stopping them from multiplying and causing disease.

While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

Maryvale Private Hospital participates in the Antimicrobial Stewardship (AMS) program to ensure appropriate use of antibiotics. These programs have been shown to reduce inappropriate antibiotic use by between 22% and 36%. The result aims to improve patient outcomes and reduce antibiotic resistance and complications.

Serious Adverse Patient Safety Event (SAPSE) / Open Disclosure (OD)

At Maryvale Private Hospital, we are committed to providing high quality and safe care for every patient. At times things may go wrong and you may experience an unexpected adverse outcome, an 'adverse event'.

Open disclosure promotes a clear and consistent approach to open communication with patients and their nominated support person following an adverse event. It includes guidelines for discussion about what has happened, why it happened, and what is being done to prevent it happening again.

Statutory Duty of Candour is a legal obligation for Victorian health service entities to ensure that patients and their families or carers are apologised to and communicated with openly and honestly when a serious adverse event has occurred. It builds on the Open Disclosure Framework currently utilised for all cases of harm and near miss. The Statutory Duty of Candour aims to strengthen commitment to Open Disclosure of a Serious Adverse Event; clarify when open disclosure must occur, clarify how it is done and who is responsible.

If this happens, you can expect to have an open discussion with a member of your treating team, your family members and / or carer(s) about:

- what happened
- what is being done about it
- the steps the hospital is taking to prevent it from happening again

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The Statutory Duty of Candour aims to strengthen commitment to open disclosure of a Serious Adverse Patient Safety Event; clarify when open disclosure must occur, clarify how it is done and who is responsible. Maryvale Private Hospital has policies and procedures in place to support our staff, doctors, patients and their carers through instances where such an event may occur. These policies are available internally and on our website.

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

Our People - 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.

Feedback

We encourage open communication and conversation at all levels of the organisation, with patients, community, stakeholders and relevant authorities.

Opportunities for enhancing our efforts, having a conversation or providing feedback is welcomed and encouraged. We are committed to responding promptly, appropriately and respectfully to these discussions. You can approach a Department Manager or Executive Leadership Team at any time.

You can contact a member of the Executive Team on (03) 5132 1200 or enquiry@maryvaleph.com.au

Executive Team

The Executive Team

Maryvale Private Hospital

18 October 2023