

Clinical Indicators

Clinical indicator data is collected at the time of service, collated quarterly and reported internally. It is also submitted to the ACHS PIRT program biannually, the QPS Benchmarking program quarterly and the ACT Department of Health and Community Care annually.

Table 4: Clinical Indicators 2019/2020 reported to ACHS

<i>Description</i>	<i>NIL</i>	<i>Total number of events</i>
<i>Mortality</i>		0
<i>Unplanned return to theatre same day</i>		0
<i>Unplanned return to theatre within 28 days</i>		0
<i>Transfer to overnight facility – planned</i>		5
<i>Transfer to overnight facility – unplanned</i>		1
<i>Delayed discharge (greater than 1 hour)</i>		5
<i>Infection post-operatively</i>		2
<i>Medication errors (no adverse effect)</i>		3
<i>Medication errors requiring intervention</i>		0
<i>Needle Stick Injury</i>		2
<i>Other patient near misses/ incidents reported</i>		6

Medical Records

The quality of a patient's medical record reflects the high quality of the medical and surgical care given to the patient at Canberra Microsurgery. The Canberra Microsurgery Medical Record System provides a unique record for each patient identified by a unique medical record number (MRN). The system also provides secure yet accessible data on theatre utilisation, procedure coding and accident/incident events for optimal review and planning of the facility's services.

Currently the facility electronically houses 10975 medical records.

Complaints

The facility's complaints are regarded as positive rather than negative feedback and complaints are viewed as "suggestion for improvement".

The organisation strongly encourages patients and their relatives to raise any concerns, comments or complaints about their care with senior management in the first instance so that their concerns may be addressed without delay.

The Facility promotes the philosophy of open disclosure in all patient communications. This year Canberra Microsurgery has received one written complaint. We have conducted 7 patient satisfaction surveys and follow up on any suggestions, negative comments or concerns regarding patient rights and responsibilities.