

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 2020/2021 reported to ACHS (3503 admissions)

<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>		4
<i>Transfer to overnight facility – unplanned</i>		3
<i>Delayed discharge (greater than 1 hour)</i>		7
<i>Infection post-operatively</i>		2
<i>Medication errors (no adverse effect)</i>		1
<i>Medication errors requiring intervention</i>		0
<i>Needle Stick Injury</i>		1
<i>Other patient near misses/ incidents reported</i>		7

Quality and Accreditation:

Canberra Microsurgery is accredited with ACHS. It underwent an organisation wide review In November 2020 against the 10 NSQHS standards. We achieved excellent results with only 1 minor recommendation. Our next organisation wide review will be reschedule in 2024.

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.