



# CONSUMER NEWSLETTER

June 2017

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### **PARTNERING WITH CONSUMERS**

At Skin Cancer Day Surgery, we are committed to providing the best service in the diagnosis, management and treatment of skin cancers.

An important part of this process is you, the consumer.

During the year, we conduct interviews, surveys and receive feedback and suggestions through the suggestion box in reception. Patients are asked to review our documentation and are involved in staff training. They also provide feedback, analyse and evaluate quality data such as audit results, our website and this newsletter!

If you would like to be involved in our partnership program, please contact the Director of Nursing.

## Welcome to the first issue of our Consumer Newsletter.

As you know, there is always a lot happening at Skin Cancer Day Surgery. This newsletter aims to keep you informed of the activities going on behind the scenes and anything else we feel might be of interest to our consumers. Our goal is to provide you with quarterly information about our Quality Management System, and what that actually means to you. This will include audit results, changes to regulations and how that impacts on our customers, process changes and staff movements, and whatever else takes our fancy. We will also provide information on a variety of skin cancer related topics.

### **Consulting Room Changes**

In March this year we introduced a new process in the consulting rooms. We now have two consulting rooms running in tandem. A nurse will escort you in to the room, and asks a few questions in preparation for the doctor's consultation.

This has helped reduce patient waiting times.

We would like to know how you like this process. Do you have any further suggestions for improvement?

Please contact the Director of Nursing for any feedback, suggestions or additional information on 9888 3590.

# Hand Hygiene Audit May 2017



Total Compliance	88.5%
<b>Doctors</b>	<b>85%</b>
National Data	73.2%
<b>Nursing</b>	<b>92%</b>
National Data	87.7%

## Refurbishment Program:

Over the last 12 months we have started upgrading our facilities and equipment.

Have you noticed the painting, new chairs and artwork in Reception and other areas throughout the facility?

We have also upgraded the Mohs Lab equipment and purchased new instruments.

There is more planned for the next 12 months. Watch this space for more news in the next edition.

## Infection Control Infection Control Audit Results:

On 11<sup>th</sup> May, Skin Cancer Day Surgery was audited for compliance to:

- AS/NZS 4187 – Reprocessing of Reusable Medical Devices - 89.7% compliance
- NHMRC – Australian Guidelines for the Prevention and Control of Infection in Healthcare- 100% compliance
- ACORN Standards for Perioperative Nursing -100% compliance.

There have been changes to the AS/NZS 4187 standards in 2014 to bring Australia and New Zealand in line with international standards. There are substantial changes in the Standards that require the purchase of new equipment to assist in the reprocessing (cleaning) of medical devices (instruments). Due to the nature of the changes, the Department of Health have allowed healthcare facilities 5 years to become compliant.

We have already implemented many of the recommended changes and are in the process of sourcing equipment to enable us to be compliant within the next 12-18 months.

Did you know that we have to audit hand hygiene compliance 3 times a year!

This is what we look at, when completing the audit:

The 5 moments of hand hygiene:

1. Before touching a patient
2. Before clean/aseptic procedures
3. After body fluid exposure/risk
4. After touching a patient
5. After touching patient surrounds.

Hand gel is available all through the centre for everyone to use, even patients and visitors.

**What do you think of our audit results? We would love your feedback.**