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CONSUMER NEWSLETTER

July 2022

COVID-19 Update

As COVID-19 continues to linger in the community and cause us issues, below is an update on our current measures as directed by the Department of Health and our policies and procedures to ensure we keep everyone as safe as possible:

- Everyone **must wear a mask on entry** to the facility.
- **All hospital visitors (required to stay as a support person for a surgical patient) must be notified to the hospital in advance.**
- **Social distancing** remains while in the facility as much as practical.
- Patients undergoing surgical **procedures to the face** (where a mask cannot be worn during a procedure) will be **required to have a RAT or PCR test prior to admission.**
- If the patient has **ANY symptoms, been exposed to someone with COVID-19, is in isolation or waiting for test results, please contact 9888 3590 and change your appointment.**

If you have any questions please call the **Director of Nursing.**

XMAS in JULY

Last Sunday we had an early Christmas in July celebration at Miletos Winery in the Yarra Valley (great venue). This is a photo of most of the Skin Cancer Day Surgery team:



Staff Update

Nurse Genevieve, who has worked at Skin Cancer Day Surgery since it opened in 2009, has opted for a tree change. Some of us are quietly jealous and wish we could do the same.

Nurse Elliot delivered a beautiful little baby girl in April named Chilli Mae. Both mum and bub are doing fabulously well.





National Safety & Quality Health Service Standards (2nd Ed) Audit

On the 21st of June, Wendy Adams and Shelley Bustos from Global Mark conducted an audit for compliance with the NSQHS Standards 2nd Edition.

The NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations.

This was our first time being assessed against the 2nd edition of the Standards and with all the challenges the last 2.5 years have thrown at us we passed with flying colours.

Thank you to all the staff for their hard work in preparation for and on the day of the audit, and the patients who were present during the audit.

There were 3 recommendations that will be presented to the next Board of Management meeting.

Many thanks to our wonderful patients.

The last few years have been challenging for us all and we appreciate all the feedback we get and especially the treats. Below are just a couple of the treats we received:



Infection Control Audit

On the 12th of April 2022, Ms Terry McAuley Sterilisation and Infection Prevention and Control Consultant, STEAM Consulting conducted the annual audit for compliance with AS/NZS4187:2014 and infection prevention control to meet the requirements in the Infection Prevention and Control Management Plan and meet requirements for NSQHS.

This audit identified that Skin & Cancer Day Surgery achieves:

- 96% compliance and 4% partial compliance with the infection prevention and control audit criteria; and
- 96% compliance and 4% partial compliance with the audit criteria based on AS/NZS 4187:2014.

There were four new recommendations for action that have been tabled at the Board of Management and have already been addressed.

Hand Hygiene Audit – April 2022

Compliance:

Overall - 97% compliance (national compliance 87.7%)

Doctor - 96% compliance (national compliance 79.2%)

Nursing staff - 97.5% (national compliance 90%).

National compliance data from Oct 2021.

Survey results

If you would like any further information about our audit program or results please contact Robyn Wall Director of Nursing on 9888 3590.

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

FINALLY

Ashari Gill, one of our admin team will be representing Australia at the Commonwealth Games in Rhythmic Gymnastics.

We wish Ashari the best of luck in her pursuit of GOLD!