

# **HOW DO WE MANAGE SAFETY AND QUALITY AT MELBOURNE ORAL & FACIAL SURGERY**





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## INTRODUCTION

Melbourne Oral & Facial Surgery Pty Ltd (MOFS) is a dedicated business with both consulting and day surgery facilities. It specialises in providing Oral & Maxillofacial services. It was established in 2005 and is jointly owned by 5 Associates, Mr Kevin Ruljancich, Associate Professor Andrew Heggie, Associate Professor Jocelyn Shand, Mr Nick Rutherford and Mr Mark Barit. The company is comprised of a central Melbourne CBD facility that consists of a 5 bed Day Surgery, 4 Consulting Suites and 2 Minor Procedure rooms. There are also ten suburban branch consulting suites associated with this business.

### ***Registration – Department of Human Services***

Melbourne Oral & Facial Surgery Pty Ltd is registered by the Victorian State Government, Department of Human Services Private Hospital Unit, to provide surgical services as a five bed Day Procedure Centre.

This registration is subject to compliance with the provisions of the *Health Services Act 1988* and the *Health Services (Private Hospitals and Day Procedure Centres) Regulations 2013* and any conditions endorsed.

Ongoing registration involves regular review and assessment by the Department of Human Services Private Hospital Unit under the *Health Services Act, 1988*.

### ***Accreditation – Global Mark***

MOFS is accredited by Global Mark against AS/NZS/ISO 9001:2008 and the National Safety and Quality Health Service Standards 2011.

MOFS is subject to yearly review and re certification every three years.

### ***Mission statement***

At MOFS we strive to provide leading edge knowledge and solutions, and ensure we offer a safe and supportive environment to deliver outstanding patients services.

### ***Vision Statement***

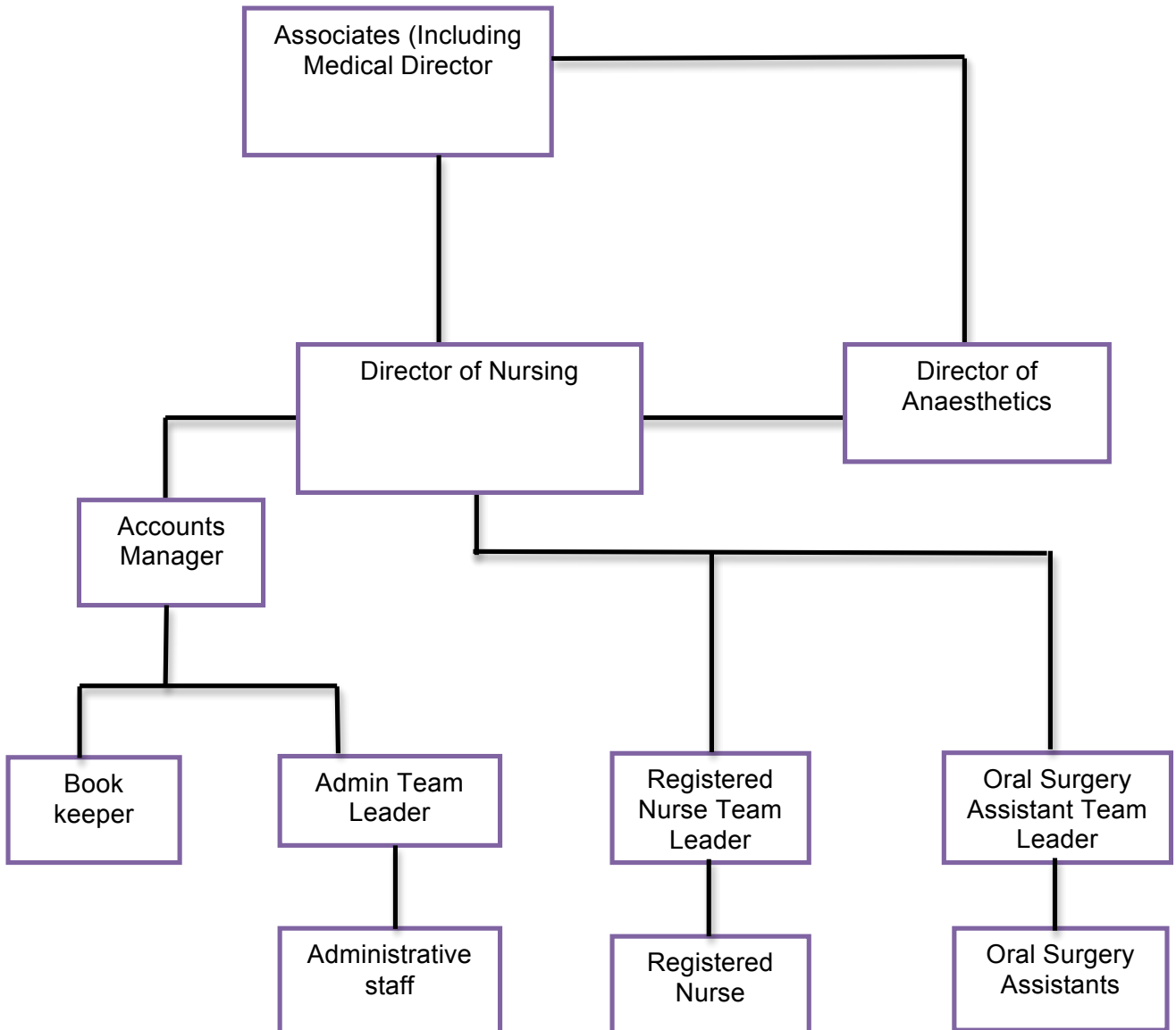
MOFS vision is to be a centre of excellence in Oral & Maxillofacial surgery delivering outstanding service, and is a great place to be where people are inspired to work to their full potential.



## Quality Policy

MOFS strives to be a highly respected facility providing the ultimate in total quality care.

The current structure of the organisation is listed below.



MOFS is managed by a Board of Management that includes the 5 Associates (owners), the Director of Anaesthetics, and the Director of Nursing.



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## SAFETY AND QUALITY

### ***Infection Prevention and Control***

MOFS has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, *Australian Standards for reprocessing of reusable instruments (AS 4187)* and the *Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards*.

### **2016 RESULTS**

- Infection control plan developed for 2017
- External Infection Control audit with Melbourne Pathology result 99% compliance
- All MOFS staff involved in reprocessing reusable medical devices completed an AS4187 competency assessment.

All Clinical staff completed competencies assessments in the following areas

- Standard precautions
- Aseptic technique
- Scrub, gown and glove for theatre staff

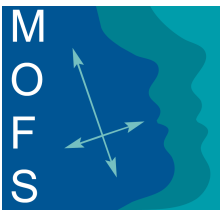
All Clinical staff participated annual infection control training

### ***Hand Hygiene Australia program***

MOFS is committed to the Hand Hygiene Australia program and conducts regular audits to ensure compliance.

### **2016 RESULTS**

- Overall hand hygiene compliance rate of 85% was achieved by MOFS Staff, surgeons and anaesthetists.
- The National compliance rate for 2016 was 83.9%
- All staff completed an online hand hygiene training module.



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## ***Preventing Falls and Harm from Falls***

### **2016 Results**

- Nil patient falls during 2016

## ***Recognising and Responding to Clinical Deterioration in Acute Health Care***

### **2016 Results**

- Low blood pressure is a common occurrence during anaesthesia. During 2016 we only had 6 recorded episodes of this occurring whilst patients were unconscious in recovery. Once the patients woke, their blood pressure returned to normal limits. All of these episodes were handled according to our policy.

## ***Preventing and Managing Pressure Injuries***

### **2016 Results**

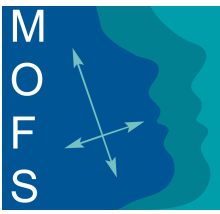
- 2 x Slight irritation to temporal area

## ***Staff Education 2016***

- Basic Life Support and Advanced Life Support
- Manual Handling
- Fire and Evacuation
- Patient Centered Care
- Open Disclosure
- Malignant Hyperthermia
- Competencies and training as outlined under Infection Control and Hand Hygiene
- Medication Safety
- Surgical count competency

## ***Medical Advisory Committee***

MOFS has a formal Medical Advisory Committee, with representatives from, Oral & Maxillofacial Surgery, Anaesthetics and Nursing. The committee has the ability to co-opt other specialist members and consumers as required. The committee addresses clinical compliance and excellence.



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## ***Clinical Indicators***

Clinical indicators are measures of elements of clinical care which may, when assessed over time, provide a method of assessing the quality and safety of care. MOFS collects a number of clinical indicators that can be benchmarked against published data. These include:

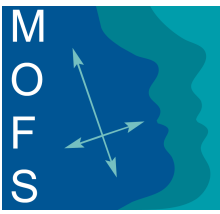
- Failure to arrive
- Unplanned or Emergency Transfer of patient
- Unplanned delay in discharge
- Pre op cancellation due to pre-existing medical condition, acute medical condition/administration or organisation reason
- Incident Management
- Unplanned return to theatre
- Discharge at own risk
- Pre Anaesthetic Consultation
- Medical Consultation
- Consent Form
- Postoperative Infection

## ***Discharge Information***

MOFS provides comprehensive information both before and after your surgery to assist patients to be fully informed, prepared and in control of your planning for discharge and post discharge follow up.

## ***Patient feedback***

All patients are given the opportunity to provide feedback, formally and informally. This feedback is treated with the utmost confidentiality and may be provided anonymously. Your opinion is important to us so when you receive a survey or a follow up phone call, we encourage you to take the time to advise us of your feedback. There have been a number



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of changes to patient information as a result of patient feedback over the years. All feedback is de-identified and is tabled at our Board of Management meetings which incorporates our Medical Advisory Committee and at our Quality Committee meetings which involve staff and managers.

### ***How can you help us manage Safety and Quality?***

We value our patients and their carers. Please feel free to let one of the staff know if you would like to assist with reviewing any of our Safety and Quality initiatives.

If you have time it would be appreciated if you could complete a 'Partnering with Consumers Feedback Form' , providing valuable feedback on how we can improve. You will find this form at the back of this folder.

### ***Would you like further information?***

Our Director of Nursing, Sam Amoore will be very happy to discuss any questions or concerns you may have with our Safety and Quality. She can be contacted by phone (03 9654 4844) or email [samoore@mofs.com.au](mailto:samoore@mofs.com.au)

Please also refer to our website [www.mofs.com.au](http://www.mofs.com.au) for information about your surgeon and our facility.

We are here to assist you so please do not hesitate to ask for assistance at any time.

Regards,

Sam Amoore  
Director of Nursing