



Agreed Performance Statement

From 1st July 2007, the ACHS Terms and Conditions includes the introduction of a policy regarding compulsory public disclosure of an individual organisation's accreditation results.

The ACHS strongly believes in the public availability of appropriate information resulting from accreditation surveys, and is actively encouraging all members to make this information available to interested parties, most notably consumers.

Name of member organisation:	Diaverum Pty Ltd
Org Code :	12 00 53
Date :	12 – 14 April 2011

Organisation Comments

Diaverum (East Coast) welcomes the opportunity to have our service reviewed against the standards of the ACHS. Since our last survey, many improvements and achievements have been made. This statement will focus on the areas of significant achievement. * A review of available Risk Management strategies was undertaken, with an intergrated framework developed and implemented since OWS in 2009. The development of our Integrated Quality and Risk Management Framework was accomplished in early 2010, and is based on AS/NZS ISO 31000:2009 Risk Management: Principles and Guidelines and AS/NZS ISO 10005:2006 Quality Management Systems: Guidelines for Quality Plans. * A National Training Calendar was developed in 2009, which provides for standardised in-service education across all Clinics nationally. The Calendar has been in place for over 2 years and has proven to be very successful. The role of Education Portfolio Liaison Nurse was formalised and rolled out in each facility. *Policies and Procedures were standardised across all facilities, and are available on-line to all staff. *Clinic Managers were asked to provide suggestions for training at our Management Team Meetings. All Clinic Managers requested HR training in the area of staff recruitment and selection, and Performance Management, as well as finance training. Interview Technique was presented at the March 2009 Management Meeting, and Performance Management training was provided at the November 2009. Finance training has taken place at each MTM in 2010 and 2011. *Advance Care Planning has been implemented in our clinics. *Clinical outcomes have improved steadily since 2009.



Survey Coordinator Comments

An atmosphere of patient focus pervaded all centres. Staff morale was high.