



### Accreditation Performance Statement

*From 1<sup>st</sup> 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.*

<b>Name of member organisation:</b>	<b>ALLOWAH PRESBYTERIAN CHILDREN'S HOSPITAL</b>
<b>Org Code</b> :	<b>12 01 42</b>
<b>Survey Date</b> :	<b>22-23 SEPTEMBER 2009</b>

### Organisation Comments

Allowah Presbyterian Children's Hospital has undergone major refurbishing and upgrades during the last two years. Changes to senior management has resulted in a number of positive steps towards achieving best practices in providing the best possible service and care delivery for all their patients.

Alterations and additions have transformed the existing building into a more user friendly and comfortable environment. The hospital is now comprised of a defined internal communal area, underfloor heating and cooling system that is environmentally focussed, a series of brightly colour coded rooms, a landscaped sensory garden area, and an animated corridor with curved walls and an abundance of colour and natural light

The hospital continues to develop and plan for the future with dynamic and strategic leadership from the governing body, the Presbyterian Social Services. A number of socially interactive projects involve stakeholders and the broader community, increasing awareness of the services provided at Allowah. Regular family conferences with nursing, allied health and medical staff ensure consumer participation in therapy and treatment care and goals.

Staff are valued for their commitment in caring for children with profound medical and physical disabilities. Staff training and education remains a priority for ensuring staff are appropriately skilled and trained for their specific roles in this unique children's hospital. Regular committee meetings ensure staff and visiting practitioner participation in managing quality and risk.

### Survey Coordinator Comments

Allowah Presbyterian Children's Hospital is owned and operated under the auspices of the Presbyterian Social Services. It offers accommodation and treatment to children with disabilities on a long term, short term or day care basis. The hospital's licence was altered in 2009 in view of completion of Stage 1 of an extensive redevelopment program, to increase bed capacity and to retain patients until the age of nineteen years, instead of the previous limit of eighteen years.

Consumer involvement is promoted with parents highly involved in planning of care for their child. Individual Family Service Plans are reviewed annually or earlier if required, and are viewed positively by parents.

The surveyors consider the challenges of meeting the special needs of patients and carers are met by a caring staff and supportive management.