



Accreditation 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:	Castlecrag Private Hospital
Org Code :	120715
Date :	22-23 June 2010

Organisation's Comments

Castlecrag Private Hospital is owned by Ramsay Health Care, Australia's largest private hospital operator. Castlecrag continues to provide a high level of care to both medical/palliative and surgical patients.

Castlecrag Private Hospital was surveyed by ACHS in June, 2010 and achieved four years accreditation. Regular patient and staff satisfaction surveys are conducted to ensure standards are maintained and improved.

Achievements acknowledged by the surveyors:

"CCPH has a comprehensive and thorough approach to infection control"

"CCPH provides opportunities for patients, carers, visitors and staff to provide feedback on any issue. Staff have access to the overwhelmingly positive feedback."

"Staff demonstrate commitment to providing safe appropriate care"

"The surveyors were impressed with improvements arising from evaluation of regular hand hygiene auditing"

"The survey team was impressed with progress towards integration of risk management with the quality improvement process, indicating the use of the quality cycle."



Survey Coordinator Comments

Castlecrag Private Hospital provided evidence that it is an organisation that is committed to Continuous Quality Improvement, with examples across many departments of the organisation of Quality Improvement projects.

Clinical management and support services are of a high quality.

The number of long term and committed staff members is testimony to the environment of cooperation of staff and the relationship with the Executive.

The development of new services such as Palliative Care has been successful and provides a very worthwhile service to the community.