



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:	Hawkesbury District Health Service Ltd
Org Code :	12 13 15
Survey Date :	3-4 November 2010

Organisation's Comments

The Hawkesbury District Health Service (HDHS) is an integrated service treating both public and private patients. HDHS is located in the far North West of Sydney, NSW and provides health care for an urban rural population. Service delivery is provided within a 127 bed facility which includes acute care, medical and surgical services, maternity and community and allied health services.

HDHS is unique in NSW as there are two hospitals under one roof. HDHS is a Private Hospital which also has a contract with NSW Health through the Local Health Network to provide public patient services. The recent restructure of health services in NSW resulted in HDHS alignment being slightly changed to the new Local Health Network servicing the Blue Mountains, Lithgow and Nepean areas. This new arrangement commenced in January 2011.

HDHS was surveyed in November 2010 and attracted very positive feedback from the surveyors with an EA rating for 11 of the 14 mandatory criteria and the remainder attracted an MA rating.

The surveyors commented that the HDHS staff consistently delivered a high standard of care and that the organisation had clear evidence of well written policies and well documented examples of high quality assessments being undertaken.

The Sepsis Clinical Pathway developed in the Emergency Department was considered excellent and the education and training undertaken with the DETECT program received special mention as did the commencement of clinical training for third year medical students from the University of Notre Dame, Australia.

The hospital was noted to have a strong commitment and culture of quality improvement and a focus on the patient was evident and commented on by the surveyors. The survey established that the organisation is a safe place for all who attend and improvements in service delivery and patient care are ongoing.



Survey Coordinator's Comments

Hawkesbury District Health Service is an organisation provide quality healthcare and continues to improve.

The organisation has reached extensive achievement in a number of criteria. There is very good evidence across the care continuum that staff consistently deliver a high standard of care to those who choose to access a broad range of services through Hawkesbury District Health Service.

At the same time it is apparent that staff take enormous pride in their work and not only provide an excellent service to the community they serve but also demonstrate genuine care and commitment to their colleagues.