

Accreditation Performance Statement

From 1st July 2007, the ACHS Terms and Conditions include 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:	HEALTHWOODS SPECIALIST CENTRE
Org Code :	16 00 12
Survey Date :	25 NOVEMBER 2009

Organisation section

A culture of improving performance is well established in Healthwoods Specialist Centre as demonstrated in our comprehensive risk management, quality and benchmarking programs in the pursuit of best practice.

After undergoing major refurbishments in January 2008, the Centre now has two fully licensed endoscopy theatres and 14 recovery beds. It is equipped with the best and latest endoscopy equipment.

We have continued to upgrade and improve our delivery of services through the purchasing of the most up-to-date and best digital high definition Olympus endoscopic equipment, staff training and ongoing education, continuous ACHS EQulP accreditation status and significant improvements to private health fund contracts.

By March 2010, we purchased five high definition 180 Series gastroscopes and five high definition 180 Series colonoscopes, together with two high technology automatic flexible endoscope re-processors (AFER). Anaesthetic monitoring equipment has also been upgraded by the purchase of an automatic external defibrillator and two patient vital signs monitors with capnography in October 2009.

The standard of service and care delivery is excellent and this is substantiated by the outcomes of a number of regular customer satisfaction surveys and other feedback mechanisms, clinical outcomes and external benchmarking activities. Our results in a national benchmarking-patient satisfaction survey in the first quarter have been commended.

Every effort is undertaken to ensure a safe and risk-free environment for all our customers. Surveys, reviews and audits monitor and measure our compliance with current standards, guidelines and codes of practice with consistent positive outcomes.

Staff are specifically trained and regularly assessed for competencies in endoscopy procedures and related treatments to ensure we continue as a centre of excellence. We continue to appreciate the significance of employing appropriate staff to deliver the best possible care. As members of gastroenterology professional organisations, staff and visiting medical practitioners attend day hospital, GENCA and other external conferences and workshops to maintain their skills and interest in the focus of care delivery at Healthwoods.

Healthwoods has also been one of the first day procedure centres to participate in undergraduate clinical education and support programs for nursing students from the University of Western Sydney and other international nursing schools and will be accepting final year medical students from Australian universities. Our first medical student is in fact from Adelaide University.

Survey Coordinator Comments

Healthwoods Specialist Centre is a growing organisation committed to continuous quality improvement and minimisation of risk. It places importance on a bright comfortable environment for patients and highly skilled clinicians to care for the patients.