



**Agreed 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>Diagnostic Endoscopy Centre</b>
<b>Org Code :</b>	<b>16 08 06</b>
<b>Survey Date :</b>	<b>25 May 2011</b>

**Organisation Comments**

The vision of the DEC is to provide excellent endoscopic services to the community in a setting that is appropriate. We continually strive to exceed our own expectations and those of our patients and referral base.

We have recently completed a comprehensive overhaul to our sterilising unit which ensures we exceed the newly implemented standards for infection control and sterilisation of endoscopic equipment. Our cleaning technicians have all completed education sessions on infection control and have been certified by GENCA. Our nursing staff are participating in a newly developed education program developed by University of Queensland in conjunction with GENCA. This ensures staff are able to perform their roles to the highest possible standard and have a comprehensive working knowledge of current and new technologies. The improvement in skill levels can only enhance the quality of care we are able to provide to our patients. We have extended our working hours to better suit the needs of our patients and referral base. We are currently open from 7am to 7pm Monday – Thursday and 7am to 6pm on Fridays.

We have achieved excellent patient outcomes over many years and this is attributed to our excellent clinicians and dedicated and knowledgeable nursing staff.

The DEC is committed to benchmarking both internally and externally. We have collected and acted upon clinical indicators with ACHS for over 10 years. We have also participated in an external benchmarking network for over 8 years ensuring we are able to gauge our performance against our peers and this has enabled us to review work practices and procedures to improve our performance. We conduct patient satisfaction surveys annually and the overall results have been outstanding over a considerable period of time. We have a large number of patients who have previously been treated at the DEC who elect to return to our facility to receive their endoscopic care which we consider is indicative of the overall satisfaction our patients feel.

We are committed to providing cost effective health care to the community and have successfully negotiated contracts with the majority of health funds and Department of Veterans Affairs. This ensures our patients experience no or low out of pocket expenses. We have also successfully applied for access to the second tier default benefits scheme; further enhancing the financial accessibility to DEC services by our patients.

Our information technology is state of the art and enables us to refine the data we produce and better utilise our resources. Our records are electronically stored and security systems are in place to ensure the integrity and security of records at all times.

We have a mutually beneficial working relationship with St Vincent's Private Hospital and St Vincent's General Hospital. Many of our doctors are credentialed to St Vincent's General Hospital and this ensures patients who are not able to elect to be private patients have access to excellent care via the public system. St Vincent's Clinic is a source of numerous referrals and we have an excellent working relationship with all departments in the building. This gives us access to medical imaging, pathology, nuclear medicine, cardiac investigations and internal referrals with minimal delay.



### Survey Coordinator Comments

The Diagnostic Endoscopy Centre has continued to demonstrate that it is committed to quality and safety. Good performance relative to other facilities is demonstrated for most clinical indicators and performance indicators. The Centre makes wise use of its limited space and has good work practices to provide safe patient care. Staff members are well supported in competency development, there is good staff satisfaction and staff retention and this contributes to good outcomes and patient satisfaction.