



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:	ahm Dental & Eyecare Practice
Org Code :	16 08 33
Date :	16 – 18 March 2010

Organisation Comments

Summary

Following an Organisation Wide Survey by surveyors from ACHS, ahm Dental and Eyecare Practices were successful in achieving continued accreditation status under ACHS's EQulP Program.

Significant quality improvements in clinical services acknowledged by the surveyors including the areas of triage, patient assessment, introduction of digital radiography and infection control. A rating of "Extensive Achievement" was given for the area of infection control.

The newly introduced Planning for Success performance appraisal process was viewed as an excellent plan with quality improvement goals and "Enthusiasm and involvement" of all staff.

While no high priority recommendations were given, important feedback by the surveyors for future improvements was provided "to maintain the current progress and high standards".



Survey Coordinator Comments

ahm Dental & Eye Practices deliver a high standard of member / patient care across Haymarket, Parramatta and Wagga Wagga sites. The surveyors were satisfied that all care and services were at a high standard in meeting the criteria of clinical, support and corporate functions

In particular the staff functioned as a cohesive team with the member / patient as the focal point during the patient's journey. It was noted the ACHS Standards and Criteria are continually reviewed and improved where indicated. A program of continuous improvement in quality and risk is in place and audits conducted to evaluate and maintain best practice in dentistry and eye practices.

The focus on the member / patient by frontline and other staff was highlighted at each of the sites and patient satisfaction surveys have demonstrated this focus.

The management and staff are commended on the care in place for patients across ahm DEP and encouraged to continue to apply new initiatives to strengthen these special services.