



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:	Excel Endoscopy Centre
Org Code :	16 10 44
Date :	30 September 2010

Organisation's Comments

1. Compliance with legislation is the primary focus of the Centre. In the last 2 years, the Centre was inspected by:
 - * NSW Health Department (dated 18.3.09) – no major recommendation/comment was made.
 - * Full fire safety inspection (dated 27.4.09) – no major recommendation was made.
 - * NSW Health Department (dated 5.7.10) – two comments were made, all actioned using action plans.
2. A "Patient Health Questionnaire" has been implemented since February 2010. It facilitates the consultant physician to obtain the patient's most update information at pre-endoscopy assessment, including medical condition, latex/allergy risk management, and medication list. Any issue which requires pre-endoscopy management could be identified.
3. Patient satisfaction survey is conducted every 4 months. In the last 2 years, a high proportion of patients were surveyed for their satisfaction across the year, and there was evidence of a high-level of patient satisfaction.
4. Patient participation framework was reviewed by the Hospital Executive Committee in 2009. It outlines the strategies adopted by the Centre to enhance and respond to patient participation. The needs of patients coming from culturally and linguistically diverse background are addressed to.
5. With regular Staff meeting over the last two years, staff members have been readily informed of the Centre's strategies, operational plan, and policies. This enables improved communication and staff's greater acceptance and support to changes.



Survey Coordinator's Comments

Excel Endoscopy Centre continues to provide an endoscopy service to the local community, especially to the Cantonese speaking community. During the OWS, the underlying requirement for the Endoscopy Centre is to become more aware of contemporary practice and where possible for staff to participate in education which will benefit continuous improvement activities at the Centre.

In particular the development of key performance indicators and regular assessment of staff competencies in relevant areas for the Centre will support the overall performance of the Centre.

A number of improvements in response to the recommendations have occurred as a team effort since the OWS. The surveyors conducting the AC60 Review conducted on March 11 concluded that actions were appropriate and recommendations have been closed.