



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:	The Canberra Surgicentre
Org Code :	86 14 31
Date :	13 May 2011

Organisation Comments

Since the previous survey in 2009, the Canberra Surgicentre has undergone major organisational and governance changes. In March 2010, the facility was purchased by the large Australian and New Zealand Company, Dental Corporation. The transition to Dental Corporation has been a smooth process as the company remains a mostly silent partner, with changes occurring most significantly to payroll and finance. All previous owners of the facility have remained as Practice Principals and they function has the governing board of the facility and remain wholly committed to maintaining the excellent quality of the services of the facility.

The transition to Dental Corporation has seen much improvement across the areas of payroll, employee benefits and most significantly human resources and this was reflected during our most recent Self Assessment and Organisational Wide Survey. The facility has now adopted all Dental Corporation Human Resources policies and the staff have access to numerous benefits and resources including dispute resolution, discounted health insurance and a free employee counselling program. In collaboration with the Human Resources department the facility has recently undergone an organisational restructure which has seen the streamlining of the facilities clinical management and the re-design of the governance policies. Since the re-structure the staff at the facility have informally reported an increase in workplace satisfaction.

Since the restructure there has been a major emphasis placed on quality improvement and risk management and the monitoring of these items has been formally recommenced via the Board of Governance, Medical Advisory Committee and Patient Care Review Committee meetings. As of June 2010, in coordination with the Occupational Health and Safety Coordinator at Dental Corporation, a more rigid occupational health and safety assessment and maintenance program has been undertaken whereby three workplace representatives monitor, report and implement required changes to safety. A formal yearly inspection is now undertaken and the representatives have been working closely with Dental Corporation to improve incident and injury reporting.

Another major focus of the recent Self Assessment and Organisational Wide Survey has been practitioner credentialing and scope of practice. Whilst the credentialing policy and process has been updated and the process for monitoring registration, insurance and scope of practice improved, this subject continues to be an area for development over the coming months and the facility is working closely with the Medical Advisory Committee and Dental Corporation for this.

The Canberra Surgicentre is also in the process of updating our patient management programs in coordination with a server and internet services upgrade. This will allow easier management of patient information by our staff and it will also allow the more timely delivery of important information to our patients such as pathology results. In addition, the facility has begun the transition to an electronic policy management system TKO, when, once complete, all staff will be able to access all policies and procedures



via an electronic source. The in-put of current policies has begun and will continue in coordination with the review of all clinical policies and procedures.

The Canberra Surgicentre is a facility which has committed itself to ensuring the quality and safety of its services to all patients and associated organisations. Our dedication to improvement and quality is reflected in our clinical audit data and patient satisfaction survey feedback and the facility always strives to continue to improve the level of service. Our aims for improvement in the future reflect key areas of patient care including infection control, assessment and education. |

Survey Coordinator Comments

Despite significant organisational change the Canberra Surgicentre has demonstrated commitment and endeavour in addressing the EQIP Standards and Criteria with an apparent outcome of continuously improving safety and satisfaction for both patients and staff members.