



Agreed Performance Statement

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. As part of our public disclosure initiative the ACHS survey team provides an Agreed Performance Statement (APS) to be placed on the ACHS website. The member organisation may also provide an APS to be placed on the website. The APS should include reference to strengths and/or weaknesses identified during survey.

Name of member organisation:	Monash Health
Org Code :	050022
Date :	28 August – 1 September 2017

Organisation's Comments

Monash Health continues to strengthen its culture of quality improvement and patient centred care across all programs. The NSQHSS Survey commended:

- Monash health on their investment of resources in the Patient Experience area and commitment to growing the consumer network, with a workforce supported through education and training in patient centred care.
- The inclusion of Customer Service Training for front of house clerical staff in the Emergency Department.
- Executive leadership and accountability was evident through the Surgical and Interventional Services Committee. All stakeholders are congratulated on the development of a comprehensive gap analysis and action plan for each of the deliverables scheduled over the next couple of years.
- Whilst awaiting the electronic medical record, the speed of scanning of paper records and the quality checks to ensure that the scanned copies are of a high quality are something that Monash Health should be proud of.
- Antimicrobial Stewardship is being managed extremely well across Monash Health and the rating for has been increased to Met with Merit to recognise the organisation's achievements.
- The survey team was impressed to observe the four consumer targeted video presentations available on the Monash Health internet site.
- The provision of medication lists is being managed extremely well across Monash Health and the rating for has been increased to Met with Merit to recognise the organisation's achievements.
- The Audit Dashboards used within Monash Health.
- The ongoing commitment to continuous quality improvement to improve the quality of care to patients receiving blood.
- The Kingston Centre trial with the Traffic Light System and bedside mobility charts is very good as it allows for all clinicians to quickly and easily identify patients at risk of falling.
- The survey team was also impressed by the Falls Mapping System at both Kingston and Dandenong within the Mental Health Services where the ward floor plan is utilised to map falls with pin indicators including colour coding to identify morning, afternoon and night time falls. Trends are then analysed to



determine time, place and potential causative issues with preventative plans.

- Monash Health for its efforts to minimise the use of blood and blood products with performance rates better than the State and National benchmark .

Survey Coordinator's Comments

Monash Health is in a period of change and across the organisation there is evidence that the changes are being enthusiastically embraced. Clinical engagement and leadership has improved; consumers are involved at many levels across the services and there is a focus on patient safety and quality improvement. The organisation works closely with the University and there is an emphasis on teaching, research and innovation. All the patients and families interviewed by the surveyors were very positive about the care received.

HYPERLINK: <http://www.monashhealth.org/>