



### 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.*

<b>Name of member organisation:</b>	<b>Sydney Children's Hospital</b>
<b>Org Code</b> :	<b>110003</b>
<b>Date</b> :	<b>7-9 October 2015</b>

### Organisation's Comments

Sydney Children's Hospital (SCH) continually aims to improve the processes in place at the Hospital, this includes ensuring that the best possible care is provided to children and their families and that all requirements of the 10 National Safety and Quality Health Service Standards are maintained.

SCH is extremely proud to have met all core actions assessed as part of the 2015 Organisation Wide Survey and in particular to have received 17 Met with Merits in the areas of:

- Health Information Management
- Safety and Quality education for staff
- Patient Rights and Responsibilities
- Complaint Management
- Consumer involvement in governance of the health service
- Incorporating feedback from consumers on publications
- Antimicrobial Stewardship
- Communicating infection control information to consumers
- Screening of patients for falls and pressure injuries.



## Survey Coordinator's Comments

It was apparent to the survey team that Sydney Children's Hospital (SCH) is working collaboratively with The Children's Hospital at Westmead to achieve streamlined care for children. Most prominent is the work undertaken to achieve Network policies thereby eliminating, where possible, individual policies at each hospital site.

The survey team also observed that staff, children and families work well together to achieve the best outcomes for individual patients. The surveyors confirmed that SCH is responsive to the needs of families and demonstrated a number of ways in which patients and families are consulted. In particular SCH displayed improved systems to analyse and implement improvements resulting from complaints. The involvement of consumers in services planning, the review of existing and the development of new information for patients and families are also recognised as significant achievements.

The commitment to children and their families is demonstrated as SCH recognises some patients with ongoing health care needs will require support from adult services. An annual graduation ceremony is held to assist transition of adolescent patients to adult services. A celebration of the child's time with SCH services occurs with involvement from treating teams and families.

Surveyors also commend the eMR implementation enabling improved access to patient records at the point of care and the Health Information Unit (HIU) staff for their health records management achievements. These include expedient document imaging and importing, back scanning, forms governance, support to Lanier dictation and research and the creation of an almost hardcopy free physical HIU environment.

A Quality improvement project concerned with the introduction of clearer signage and education on PPE, especially for housekeeping staff is a positive example of the active management of infection control. Other improvements noted by the survey team included the Anti-microbial stewardship program, the introduction of an easy to use Emergency Drug Dose Calculator in the Emergency Department (ED) which was developed locally and work is underway for this electronic application to be implemented into the wards. Also notable in ED is the use of removable wrist splints for the treatment of wrist buckle to provide cheaper, less restrictive and child friendly management, with reduced time lost from school (patient) and work (parent) of 4 to 8 hours for out-patient clinic attendances.

The use of social media by the Early Childhood Centres for providing health education and updates about services provided, appointments and changes in service is commended.